

	Memo: Service Fee						
Arise	Fee	Valarie Williams	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Valarie Williams	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 7 ACPs in VSC						
AT&T IRL - Nesting	Adjustment	Monica Robinson	N/A	N/A	N/A	\$0	\$368.28
	Memo: 1938.32 Billable Minutes @ 0.19 Rate 368.280						
Barnes & Noble .COM	Adjustment	coretta jenkins	N/A	N/A	N/A	\$1.45	\$0
	Memo: Net Calls(Metric) 8.000						
Barnes & Noble .COM	Adjustment	coretta jenkins	N/A	N/A	N/A	\$8	\$15.41
	Memo: Service Hours(Metric)=1.930						
Disney Dining Reservations	Per Hour	Jeanine Lyles	28.20	0	0	\$8	\$225.6
	Memo: Disney Dining						
Disney Dining Reservations	Per Hour	teresa horton	43.00	0	0	\$8	\$344
	Memo: Disney Dining						
Disney Web Support Chat	Adjustment	matt rice	N/A	N/A	N/A	\$375.06	\$375.06
	Memo: Disney Web Chat Adjustment for 3/1 to 3/15/14						
Disney Web Support Chat	Adjustment	Sara Morea	N/A	N/A	N/A	\$355.21	\$355.21
	Memo: Disney Web Chat Adjustment for 3/1 to 3/15/14						
Intuit WOMR Phone	Adjustment	Valarie Williams	N/A	N/A	N/A	\$0	\$154.08
	Memo: paid at \$9.5/hr aft rate Intuit Manual Invoice 03.01.14_03.15.17=154.080						
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$9	\$0
	Memo: Service Hours(Metric)=32.600						
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0.22	\$436.07
	Memo: Service Minutes(Metric)=1982.120						
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0	\$33
	Memo: Duracell Battery Spiff=33.000						
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0	\$16
	Memo: SanDisk 1GB Flash Drive Spiff=16.000						
SEARS-DotComWish	Adjustment	Valarie Williams	N/A	N/A	N/A	\$0	\$10.5
	Memo: SEARS SALES INCENTIVE - PERIOD 25=10.500						
SEARS-DotComWish	Adjustment	Valarie Williams	N/A	N/A	N/A	\$1.2	\$0
	Memo: Net Calls(Metric)=17.000						
SEARS-DotComWish	Adjustment	Valarie Williams	N/A	N/A	N/A	\$8.5	\$48.06
	Memo: Service Hours(Metric)=5.650						

SEARS-DotComWish

Adjustment

Valarie Williams

N/A

N/A

N/A

\$0

\$0

Memo: ATT(Metric)-954.290

Total Due: \$2257.02

Invoice

Certified Client
Solutions, LLC

March 16, 2014 - March 31, 2014

14033115897US

Virtual Service Corporation

Period

Invoice Number

Arise Virtual Solutions, Inc.
3450 Lakeside Drive, Suite
620, Miramar, FL 33027

Application	Type	ACP Name	Staffed Hours	Calls	ACD Minutes	Rate	Amount
Arise	Fee	Alexis Maguire	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 9 ACPs in VSC						
Arise	Fee	Alexis Maguire	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Anita Range	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Anita Range	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 9 ACPs in VSC						
Arise	Fee	Arleen Hager	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 9 ACPs in VSC						
Arise	Fee	Arleen Hager	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Jeanine Lyles	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 9 ACPs in VSC						
Arise	Fee	Jeanine Lyles	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	matt rice	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	matt rice	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 9 ACPs in VSC						
Arise	Fee	Monica Robinson	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Monica Robinson	N/A	N/A	N/A	\$2	\$2

	Memo: Service Fee Discount for 9 ACP's in VSC						
Arise	Fee	Sara Morea	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 9 ACP's in VSC						
Arise	Fee	Sara Morea	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	teresa horton	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	teresa horton	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 9 ACP's in VSC						
Arise	Fee	Valarie Williams	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Valarie Williams	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 9 ACP's in VSC						
AT&T IRU - Nesting	Adjustment	Anita Range	N/A	N/A	N/A	\$0	\$57.23
	Memo: 301.22 Billable Minutes @ 0.19 Rate 57.230						
AT&T IRU - Nesting	Adjustment	Monica Robinson	N/A	N/A	N/A	\$0	\$336.83
	Memo: 1772.77 Billable Minutes @ 0.19 Rate 336.830						
Disney Dining Reservations	Per Hour	Jeanine Lyles	28.50	0	0	\$8	\$228
	Memo: Disney Dining						
Disney Dining Reservations	Per Call	teresa horton	0.00	132	768	\$1	\$132
	Memo: In Market						
Disney Dining Reservations	Per Call	teresa horton	0.00	186	1585	\$1.75	\$325.5
	Memo: IP						
Disney Web Support Chat	Adjustment	matt rice	N/A	N/A	N/A	\$276.16	\$276.16
	Memo: Disney Web Chat Adjustment for 3/16 to 3/31/14						
Disney Web Support Chat	Adjustment	Sara Morea	N/A	N/A	N/A	\$331.12	\$331.12
	Memo: Disney Web Chat Adjustment for 3/16 to 3/31/14						
Intuit WOMR Phone	Adjustment	Valarie Williams	N/A	N/A	N/A	\$0	\$81.5
	Memo: Intuit Manual Invoice 03.16.14_03.31.14 paid at \$9.5/hr alt rate = \$1,500						
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$9	\$0
	Memo: Service Hours(Metric) 35.660						
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0.22	\$475.1
	Memo: Service Minutes(Metric) 2159.550						
SEARS-DotCom Wish	Adjustment	Valarie Williams	N/A	N/A	N/A	\$0	\$1.5
	Memo: SEARS SALES INCENTIVE - PERIOD 26 1.500						

Sprint - Certification

Adjustment Alexis Maguire N/A
Memo: 913.2 minutes at Alt. Service Rate 136.980

N/A

N/A

\$0

\$136.98

Total Due: \$2222.17

Invoice

Certified Client
Solutions, LLC

April 01, 2014 - April 15, 2014

14041515897US

Virtual Service Corporation

Period

Invoice Number

Arise Virtual Solutions, Inc.
3450 Lakeside Drive, Suite
620, Miramar, FL 33027

Application	Type	ACP Name	Staffed Hours	Calls	ACD Minutes	Rate	Amount
Arise	Fee	Alexis Maguire	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 8 ACP's in VSC						
Arise	Fee	Alexis Maguire	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Anita Range	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 8 ACP's in VSC						
Arise	Fee	Anita Range	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Arleen Hager	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Arleen Hager	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 8 ACP's in VSC						
Arise	Fee	Jeanine Lyles	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 8 ACP's in VSC						
Arise	Fee	Jeanine Lyles	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	matt rice	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 8 ACP's in VSC						
Arise	Fee	matt rice	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Monica Robinson	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Monica Robinson	N/A	N/A	N/A	\$2	\$2

	Memo: Service Fee Discount for 8 ACT's in VSC						
Arise	Fee	Sara Morca	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 8 ACT's in VSC						
Arise	Fee	Sara Morca	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	teresa horton	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	teresa horton	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 8 ACT's in VSC						
AT&T IRU - Nesting	Adjustment	Anita Range	N/A	N/A	N/A	\$0	\$454.18
	Memo: 2390.42 Billable Minutes @ 0.19 Rate=454.180						
AT&T IRU - Nesting	Adjustment	Monica Robinson	N/A	N/A	N/A	\$0	\$302.83
	Memo: 1593.85 Billable Minutes @ 0.19 Rate=302.830						
Disney Dining Reservations	Per Hour	Jeanine Lyles	25.70	0	0	\$8	\$205.6
	Memo: Disney Dining						
Disney Dining Reservations	Per Call	teresa horton	0.00	135	853	\$1	\$135
	Memo: In Market						
Disney Dining Reservations	Per Call	teresa horton	0.00	164	1291	\$1.9	\$311.6
	Memo: IP						
Disney Web Support Chat	Adjustment	matrice	N/A	N/A	N/A	\$267.43	\$267.43
	Memo: Disney Web Chat Adj						
Disney Web Support Chat	Adjustment	Sara Morea	N/A	N/A	N/A	\$389.63	\$389.63
	Memo: Disney Web Chat Adj						
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$9	\$0
	Memo: Service Hours(Metric)=38.880						
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0.22	\$529.77
	Memo: Service Minutes(Metric)=2408.070						
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0	\$27
	Memo: Incentive- Super Sticky Post-It Spill=27.000						
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0	\$2
	Memo: Incentive- HP 16GB Micro SDHC Memory Card Spill= 2.000						
Sprint - Certification	Adjustment	Alexis Maguire	N/A	N/A	N/A	\$0	\$4.27
	Memo: 23.7 minutes at \$0.18/min=4.270						
Sprint - Certification	Adjustment	Alexis Maguire	N/A	N/A	N/A	\$0	\$4
	Memo: Moto Maker Program Overview CE Incentive 4.000						

Sprint - Certification

Adjustment

Alexis Maguire

N/A

N/A

N/A

\$0

\$42

Memo: Issue Resolution Up for Specialist CE Incentive 42.000

Total Due: \$2533.31

Invoice

Certified Client
Solutions, LLC

April 16, 2014 - April 30, 2014

14043015897US

Virtual Service Corporation

Period

Invoice Number

Arise Virtual Solutions, Inc.
3450 Lakeside Drive, Suite
620, Miramar, FL 33027

Application	Type	ACP Name	Staffed Hours	Calls	ACD Minutes	Rate	Amount
Arise	Fee	Anita Range	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Anita Range	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 7 ACPs in VSC						
Arise	Fee	Arleen Hager	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Arleen Hager	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 7 ACPs in VSC						
Arise	Fee	Jeanine Lyles	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 7 ACPs in VSC						
Arise	Fee	Jeanine Lyles	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	matl rice	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 7 ACPs in VSC						
Arise	Fee	matl rice	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Monica Robinson	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 7 ACPs in VSC						
Arise	Fee	Monica Robinson	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Sam Morca	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Sam Morca	N/A	N/A	N/A	\$2	\$2

Memo: Service Fee Discount for 7 ACPs in VSC							
Arise	Fee	teresa horton	N/A	N/A	N/A	\$2	\$2
Memo: Service Fee Discount for 7 ACPs in VSC							
Arise	Fee	teresa horton	N/A	N/A	N/A	\$-19.75	\$-19.75
Memo: Service Fee							
AT&T IRU - Nesting	Adjustment	Anita Range	N/A	N/A	N/A	\$0	\$104.41
Memo: 549.5 Billable Minutes @ 0.19 Rate=104.410							
AT&T IRU - Nesting	Adjustment	Monica Robinson	N/A	N/A	N/A	\$0	\$40.5
Memo: MI: IRU - Consumer Upskill=40.500							
AT&T IRU - Nesting	Adjustment	Monica Robinson	N/A	N/A	N/A	\$0	\$164.38
Memo: 865.15 Billable Minutes @ 0.19 Rate=164.380							
Disney Dining Reservations	Per Hour	Jeanine Lyles	20.00	0	0	\$8	\$160
Memo: Disney Dining							
Disney Dining Reservations	Per Call	teresa horton	0.00	107	664	\$1	\$107
Memo: In Market							
Disney Dining Reservations	Per Call	teresa horton	0.00	164	1464	\$1.75	\$287
Memo: IP							
Disney Web Support Chat	Adjustment	matt rice	N/A	N/A	N/A	\$58.68	\$58.68
Memo: Adjustment for 4/16 to 4/30/14							
Disney Web Support Chat	Adjustment	Sara Morea	N/A	N/A	N/A	\$211.42	\$211.42
Memo: Adjustment for 4/16 to 4/30/14							
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$9	\$0
Memo: Service Hours(Metric)=35.850							
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0.22	\$500.27
Memo: Service Minutes(Metric)=2273.930							
Sprint - Certification	Adjustment	Alexis Maguire	N/A	N/A	N/A	\$0	\$16
Memo: Nesting Wave 17 Incentive 16.000							
Total Due:						<u>\$1525.41</u>	

Invoice

Certified Client
Solutions, LLC

May 01, 2014 - May 15, 2014

14051515897US

Virtual Service Corporation

Period

Invoice Number

Arise Virtual Solutions, Inc.
3450 Lakeside Drive, Suite
620, Miramar, FL 33027

Application	Type	ACP Name	Staffed Hours	Calls	ACD Minutes	Rate	Amount
Arise	Fee	Anita Range	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 6 ACPs in VSC						
Arise	Fee	Anita Range	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Arleen Hager	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Arleen Hager	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 6 ACPs in VSC						
Arise	Fee	Jeanine Lyles	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 6 ACPs in VSC						
Arise	Fee	Jeanine Lyles	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Monica Robinson	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Monica Robinson	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 6 ACPs in VSC						
Arise	Fee	Sara Morea	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 6 ACPs in VSC						
Arise	Fee	Sara Morea	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	teresa horton	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	teresa horton	N/A	N/A	N/A	\$2	\$2

Memo: Service Fee Discount for 6 ACPs in VSC							
AT&T IRU - Nesting	Adjustment	Anita Range	N/A	N/A	N/A	\$0	\$33.37
Memo: 175.65 Billable Minutes @ 0.19 Rate 33.370							
ATT Mobility - IRU/SMB	Adjustment	Monica Robinson	N/A	N/A	N/A	\$0	\$22.5
Memo: MI: Customer Snapshot Tool=22.500							
Disney Dining Reservations	Per Call	Jeanine Lyles	0.00	133	1016	\$0.9	\$119.7
Memo: IP							
Disney Dining Reservations	Per Call	Jeanine Lyles	0.00	92	468	\$1.25	\$115
Memo: In Market							
Disney Dining Reservations	Per Call	teresa horton	0.00	110	686	\$1	\$110
Memo: In Market							
Disney Dining Reservations	Per Call	teresa horton	0.00	144	1135	\$1.9	\$273.6
Memo: IP							
Disney Web Support Chat	Adjustment	Sara Morva	N/A	N/A	N/A	\$500.7	\$500.7
Memo: Adjustment for 5/1/14 to 5/15/14							
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$9	\$0
Memo: Service Hours(Metric)=38.430							
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0.22	\$529.07
Memo: Service Minutes(Metric)=2404.880							
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0	\$18
Memo: Cydoor Upskill=18.000							
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0	\$2.5
Memo: Secure Fit Protective Eyewear Spiff=2.500							
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0	\$3.25
Memo: K Cup Spiff=3.250							
Sprint - Certification	Adjustment	Alexis Maguire	N/A	N/A	N/A	\$0	\$4
Memo: Introducing the Samsung Galaxy S 5=4.000							
Sprint - Certification	Adjustment	Alexis Maguire	N/A	N/A	N/A	\$0	\$4
Memo: Introducing the Sprint WeGo=4.000							
Total Due:						<u>\$1629.19</u>	

Invoice

Certified Client
Solutions, LLC

May 16, 2014 - May 31, 2014

14053115897US

Virtual Service Corporation

Period

Invoice Number

Arise Virtual Solutions, Inc.
3450 Lakeside Drive, Suite
620, Miramar, FL 33027

Application	Type	ACP Name	Staffed Hours	Calls	ACD Minutes	Rate	Amount
Arise	Fee	Anita Range	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Arleen Hager	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Jeanine Lyles	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Sara Morca	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	teresa horton	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
AT&T IRU - Nesting	Adjustment	Anita Range	N/A	N/A	N/A	\$0	\$364.59
	Memo: 1918.9 Billable Minutes @ 0.19 Rate=364.590						
Disney Dining Reservations	Per Hour	Jeanine Lyles	18.60	0	0	\$8	\$148.8
	Memo: Disney Dining						
Disney Dining Reservations	Per Hour	teresa horton	53.30	0	0	\$8	\$426.4
	Memo: Disney Dining						
Disney Web Support Chat	Adjustment	Sara Morca	N/A	N/A	N/A	\$361.72	\$361.72
	Memo: Adjustment for 5/16 to 5/31/14						
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$9	\$0
	Memo: Service Hours(Metric)=32.900						
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0.22	\$450.34
	Memo: Service Minutes(Metric)=2047.000						
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0	\$4.5

	Memo: Quill.com Upskill- Phase 2=4.500						
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0	\$6.75
	Memo: Quill.com Upskill- Phase 1=6.750						
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0	\$2.5
	Memo: Pick up short hours incentive, w/o 5/19=2.500						
Total Due:							<u>\$1666.85</u>

Invoice

Certified Client
Solutions, LLC

June 01, 2014 - June 15, 2014

14061515897US

Virtual Service Corporation

Period

Invoice Number

Arise Virtual Solutions, Inc.
3450 Lakeside Drive, Suite
620, Miramar, FL 33027

Application	Type	ACP Name	Staffed Hours	Calls	ACD Minutes	Rate	Amount
Arise	Fee	Anita Range	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Arleen Hager	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Jeanine Lyles	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Sara Morea	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	teresa horton	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
AT&T IRU - Nesting	Adjustment	Anita Range	N/A	N/A	N/A	\$0	\$900.92
	Memo: 4741.68 Billable Minutes @ 0.19 Rate=900.920						
Disney Dining Reservations	Per Call	Jeanine Lyles	0.00	40	316	\$1.9	\$76
	Memo: IP						
Disney Dining Reservations	Per Call	Jeanine Lyles	0.00	45	184	\$0.58	\$26.1
	Memo: In Market						
Disney Dining Reservations	Per Call	teresa horton	0.00	136	711	\$1.25	\$170
	Memo: In Market						
Disney Dining Reservations	Per Call	teresa horton	0.00	203	1611	\$1.9	\$385.7
	Memo: IP						
Disney Web Support Chat	Adjustment	Sara Morea	N/A	N/A	N/A	\$352.58	\$352.58
	Memo: Web Chat Adj for 6/1 to 6/15/14						
Disney Web Support Chat	Adjustment	Sara Morea	N/A	N/A	N/A	\$10	\$10

	Memo: Web Chat Adj for Mater Award						
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$9	\$0
	Memo: Service Hours(Metric) 32.900						
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0.22	\$444.35
	Memo: Service Minutes(Metric) 2019.750						
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0	\$3
	Memo: Pink Ribbon Post-It Spill 3.000						
Total Due:						<u>\$2269.9</u>	

Invoice

Certified Client
Solutions, LLC

June 16, 2014 - June 30, 2014

14063015897US

Virtual Service Corporation

Period

Invoice Number

Arise Virtual Solutions, Inc.
3450 Lakeside Drive, Suite
620, Miramar, FL 33027

Application	Type	ACP Name	Staffed Hours	Calls	ACD Minutes	Rate	Amount
Arise	Fee	Arleen Hager	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Jeanine Lyles	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Sara Morca	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	teresa horton	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
AT&T IRU - Nesting	Adjustment	Anita Range	N/A	N/A	N/A	\$0	\$-196.95
	Memo: Overpayment Deduction From Invoice 6/1-6/15/2014=-196.950						
AT&T IRU - Nesting	Adjustment	Anita Range	N/A	N/A	N/A	\$0	\$196.95
	Memo: 1036.6 Serviced Minutes at 0.19 Per Minute=196.950						
Disney Dining Reservations	Per Hour	Jeanine Lyles	20.90	0	0	\$8	\$167.2
	Memo: Disney Dining						
Disney Dining Reservations	Per Call	teresa horton	0.00	117	499	\$1.1	\$128.7
	Memo: In Market						
Disney Dining Reservations	Per Call	teresa horton	0.00	161	1466	\$1.75	\$281.75
	Memo: IP						
Disney Web Support Chat	Adjustment	Sara Morca	N/A	N/A	N/A	\$332.54	\$332.54
	Memo: Adjustment for 6/16 to 6/30/14						
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$9	\$0
	Memo: Service Hours(Metric)=39.680						
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0.22	\$545.25

Memo: Service Minutes(Metric)=2478,400

Quill.com Orders

Adjustment	Arleen Hager	N/A	N/A	N/A	\$0	\$4
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Memo: Pink Ribbon Post-It Spill=4.000

Total Due: \$1380.44

Invoice

Certified Client
Solutions, LLC

July 01, 2014 - July 15, 2014

14071515897US

Virtual Service Corporation

Period

Invoice Number

Arise Virtual Solutions, Inc.
3450 Lakeside Drive, Suite
620, Miramar, FL 33027

Application	Type	ACP Name	Staffed Hours	Calls	ACD Minutes	Rate	Amount
Arise	Fee	Arleen Hager	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Jeanine Lyles	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Sara Morca	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	teresa horton	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
ATT Mobility - IRL/SMB	Adjustment	Anita Range	N/A	N/A	N/A	\$0	\$20.51
	Memo: 107.93 Serviced Minutes at 0.19 Per Minute 20.510						
ATT Mobility - IRL/SMB	Adjustment	Anita Range	N/A	N/A	N/A	\$0	\$-20.51
	Memo: Overpayment Deduction From Invoice 6/1-6/15/2014 #2 -20.510						
Disney Dining Reservations	Per Hour	Jeanine Lyles	25.20	0	0	\$8	\$201.6
	Memo: Disney Dining						
Disney Dining Reservations	Per Call	teresa horton	0.00	125	641	\$1.25	\$156.25
	Memo: In Market						
Disney Dining Reservations	Per Call	teresa horton	0.00	189	1588	\$1.9	\$359.1
	Memo: IP						
Disney Web Support Chat	Adjustment	Sara Morca	N/A	N/A	N/A	\$293.31	\$293.31
	Memo: DisWeb ChaAdjr 7/1to7/15						
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$9	\$0
	Memo: Service Hours(Metric):35.470						
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0.22	\$475.96

Memo: Service Minutes(Memo)=2163.450							
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0	\$9.5
Memo: K-Cup and Folgers Spiff-June=9.500							
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0	\$21
Memo: Post-It Treasure Chest Spiff-June=21.000							
Total Due:						<u>\$1437.72</u>	

Invoice

Certified Client
Solutions, LLC

July 16, 2014 - July 31, 2014

14073115897138

Virtual Service Corporation

Period

Invoice Number

Arise Virtual Solutions, Inc.
3450 Lakeside Drive, Suite
620, Miramar, FL 33027

Application	Type	ACP Name	Staffed Hours	Calls	ACD Minutes	Rate	Amount
Arise	Fee	Arlene Hager	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Jeanine Lyles	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Marylena Brown	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Adjustment	Patricia Rice	N/A	N/A	N/A	\$-139	\$-139
	Memo: June Overpayment: CSP Anita Range						
Arise	Fee	Sara Morea	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	teresa horton	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
ATF Mobility - IRI1/SM13	Adjustment	Anita Range	N/A	N/A	N/A	\$0	\$-147.41
	Memo: Overpayment Deduction From Invoice 6/1-6/15/2014 #3=-147.410						
ATF Mobility - IRI1/SM13	Adjustment	Anita Range	N/A	N/A	N/A	\$0	\$147.41
	Memo: 775.82 Serviced Minutes at 0.19 Per Minute=147.410						
Disney Dining Reservations	Per Hour	Jeanine Lyles	25.80	0	0	\$8	\$206.4
	Memo: Disney Dining						
Disney Dining Reservations	Per Call	teresa horton	0.00	128	604	\$1.1	\$140.8
	Memo: In Market						
Disney Dining Reservations	Per Call	teresa horton	0.00	203	1618	\$1.9	\$385.7
	Memo: IP						
Disney Web Support Chat	Adjustment	Sara Morea	N/A	N/A	N/A	\$22.58	\$22.58

Memo: Adjustment for 7/16 to 7/31/14							
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0	\$0
Memo: Service Hours(Metric)=36.540							
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0.22	\$501.75
Memo: Service Minutes(Metric)=2280.670							
Sprint - Certification	Adjustment	Marylena Brown	N/A	N/A	N/A	\$0	\$105.26
Memo: 701.7 minutes at Alt. Service Rate=105.260							
Sprint - Certification	Adjustment	Marylena Brown	N/A	N/A	N/A	\$0	\$250
Memo: Early Termination=250.000							
Total Due:						<u>\$1374.74</u>	

Invoice

Certified Client
Solutions, L.L.C.

August 01, 2014 - August 15, 2014

14081515897US

Virtual Service Corporation

Period

Invoice Number

Arise Virtual Solutions, Inc.
3450 Lakeside Drive, Suite
620, Miramar, FL 33027

Application	Type	ACP Name	Staffed Hours	Calls	ACD Minutes	Rate	Amount
Arise	Fee	Arleen Hager	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Jeanine Lyles	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	teresa horton	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
ATT Mobility - IRU/SMB	Adjustment	Anita Range	N/A	N/A	N/A	\$0	\$9.61
	Memo: 50.6 Serviced Minutes at 0.19 Per Minute=9.610						
Disney Dining Reservations	Per Call	Jeanine Lyles	0.00	104	417	\$0.58	\$60.32
	Memo: In Market						
Disney Dining Reservations	Per Call	Jeanine Lyles	0.00	130	1035	\$1.9	\$247
	Memo: IP						
Disney Dining Reservations	Per Call	teresa horton	0.00	129	723	\$1.25	\$161.25
	Memo: In Market						
Disney Dining Reservations	Per Call	teresa horton	0.00	185	1377	\$0.9	\$166.5
	Memo: IP						
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$9	\$0
	Memo: Service Hours(Metric)=31.860						
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0.22	\$427.09
	Memo: Service Minutes(Metric)=1941.330						
Total Due:						<u>\$1012.52</u>	

Invoice

Certified Client
Solutions, LLC

August 16, 2014 - August 31, 2014

14083115897US

Virtual Service Corporation

Period

Invoice Number

Arise Virtual Solutions, Inc.
3450 Lakeside Drive, Suite
620, Miramar, FL 33027

Application	Type	ACP Name	Staffed Hours	Calls	ACD Minutes	Rate	Amount
Arise	Fee	Arleen Hager	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Jeanine Lyles	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	teresa horton	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Disney Dining Reservations	Per Call	Jeanine Lyles	0.00	32	134	\$1.1	\$35.2
	Memo: In Market						
Disney Dining Reservations	Per Call	Jeanine Lyles	0.00	41	203	\$0.9	\$36.9
	Memo: IP						
Disney Dining Reservations	Per Call	teresa horton	0.00	113	599	\$1.25	\$141.25
	Memo: In Market						
Disney Dining Reservations	Per Call	teresa horton	0.00	139	1114	\$1.9	\$261.1
	Memo: IP						
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$9	\$0
	Memo: Service Hours(Metric)=30.070						
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0.22	\$402.74
	Memo: Service Minutes(Metric)=1830.650						
Total Due:						\$820.94	

Invoice

Certified Client
Solutions, LLC

September 01, 2014 - September 15, 2014

14091515897US

Virtual Service Corporation

Period

Invoice Number

Arise Virtual Solutions, Inc.
3450 Lakeside Drive, Suite
620, Miramar, FL 33027

Application	Type	ACP Name	Staffed Hours	Calls	ACD Minutes	Rate	Amount
Arise	Fee Memo: Service Fee	Arlene Hager	N/A	N/A	N/A	\$-19.75	\$-19.75
Arise	Fee Memo: Service Fee	Jeanine Lyles	N/A	N/A	N/A	\$-19.75	\$-19.75
Arise	Fee Memo: Service Fee	Ieresa Horton	N/A	N/A	N/A	\$-19.75	\$-19.75
Disney Dining Reservations	Per Call Memo: IP	Jeanine Lyles	0.00	135	1066	\$1.9	\$256.5
Disney Dining Reservations	Per Call Memo: In Market	Jeanine Lyles	0.00	74	350	\$1.1	\$81.4
Disney Dining Reservations	Adjustment Memo: Sept 4 Outage	Jeanine Lyles	N/A	N/A	N/A	\$0.8	\$0.8
Disney Dining Reservations	Adjustment Memo: Sept 4 Outage	Ieresa Horton	N/A	N/A	N/A	\$8	\$8
Disney Dining Reservations	Per Call Memo: IP	Ieresa Horton	0.00	131	1106	\$1.9	\$248.9
Disney Dining Reservations	Per Call Memo: In Market	Ieresa Horton	0.00	93	529	\$1	\$93
Interval Exchange	Adjustment Memo: Service Hours(Metric)=0.080	Marylena Brown	N/A	N/A	N/A	\$10	\$0.8
Interval Exchange	Adjustment Memo: Service Minutes(Metric)=0.000	Marylena Brown	N/A	N/A	N/A	\$0.22	\$0
Quill.com Orders	Adjustment	Arlene Hager	N/A	N/A	N/A	\$0	\$6

Memo: August - Paper Towel Spiff=6.000							
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0	\$1.25
Memo: 9/10/14 Pick up hours incentive=1,250							
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$9	\$0
Memo: Service Hours(Metric)=36.710							
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0.22	\$492.25
Memo: Service Minutes(Metric)=2237.520							
Total Due:						<u>\$1129.65</u>	

Invoice

Certified Client
Solutions, LLC

September 16, 2014 - September 30, 2014

14093015897US

Virtual Service Corporation

Period

Invoice Number

Arise Virtual Solutions, Inc.
3450 Lakeside Drive, Suite
620, Miramar, FL 33027

Application	Type	ACP Name	Staffed Hours	Calls	ACD Minutes	Rate	Amount
Arise	Fee	Arleen Hager	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	JASMINE JONES	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Jeanine Lyles	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Marylena Brown	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	teresa horton	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Disney Dining Reservations	Per Call	Jeanine Lyles	0.00	107	448	\$1.1	\$117.7
	Memo: In Market						
Disney Dining Reservations	Per Call	Jeanine Lyles	0.00	136	856	\$0.9	\$122.4
	Memo: IP						
Disney Dining Reservations	Per Call	teresa horton	0.00	129	673	\$1.25	\$161.25
	Memo: In Market						
Disney Dining Reservations	Per Call	teresa horton	0.00	154	1264	\$1.9	\$292.6
	Memo: IP						
Interval Exchange	Adjustment	Marylena Brown	N/A	N/A	N/A	\$10	\$0
	Memo: Service Hours(Metric) -8.890						
Interval Exchange	Adjustment	Marylena Brown	N/A	N/A	N/A	\$0.22	\$95.07
	Memo: Service Minutes(Metric) 432,150						
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$9	\$0

Memo: Service Hours(Metric)=8.130

Quilt.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0.22	\$108.92
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Memo: Service Minutes(Metric)=495.080

T-Mobile TeleSales	Adjustment	JASMINE JONES	N/A	N/A	N/A	\$0	\$100
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Memo: Retention incentive=100.000

T-Mobile TeleSales	Adjustment	JASMINE JONES	N/A	N/A	N/A	\$0	\$191.96
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Memo: 9/12/ - 9/15 alternate base rate=191.960

Total Due: \$1091.15

Invoice

Certified Client
Solutions, LLC

October 01, 2014 - October 15, 2014

141015158971.S

Virtual Service Corporation

Period

Invoice Number

Arise Virtual Solutions, Inc.
3450 Lakeside Drive, Suite
620, Miramar, FL 33027

Application	Type	ACP Name	Staffed Hours	Calls	ACD Minutes	Rate	Amount
Arise	Fee	Arleen Hager	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 6 ACPs in VSC						
Arise	Fee	Arleen Hager	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	JASMINE JONES	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 6 ACPs in VSC						
Arise	Fee	JASMINE JONES	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Jeanine Lyles	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 6 ACPs in VSC						
Arise	Fee	Jeanine Lyles	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Joyce Scott	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 6 ACPs in VSC						
Arise	Fee	Joyce Scott	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Marylena Brown	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 6 ACPs in VSC						
Arise	Fee	Marylena Brown	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	teresa horton	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	teresa horton	N/A	N/A	N/A	\$2	\$2

Memo: Service Fee Discount for 6 ACPs in VSC							
Disney Dining Reservations	Per Call	Jeanine Lyles	0.00	168	1161	\$0.9	\$151.2
Memo: IP							
Disney Dining Reservations	Per Call	Jeanine Lyles	0.00	89	386	\$1.1	\$97.9
Memo: In Market							
Disney Dining Reservations	Per Call	teresa horton	0.00	106	673	\$1	\$106
Memo: In Market							
Disney Dining Reservations	Per Call	teresa horton	0.00	148	1611	\$1.7	\$251.6
Memo: IP							
Interval Exchange	Adjustment	Marylena Brown	N/A	N/A	N/A	\$10	\$0
Memo: Service Hours(Metric)=10.960							
Interval Exchange	Adjustment	Marylena Brown	N/A	N/A	N/A	\$0.22	\$119.43
Memo: Service Minutes(Metric)=542.880							
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0	\$3
Memo: Duracell Battery Spill=3.000							
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$9	\$0
Memo: Service Hours(Metric)=40.990							
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0.22	\$554.71
Memo: Service Minutes(Metric)=2521.420							
T-Mobile TeleSales	Adjustment	JASMINE JONES	N/A	N/A	N/A	\$0	\$36.05
Memo: 9/12/ - 9/15 alternate base rate=36.050							
Walgreens	Adjustment	Joyce Scott	N/A	N/A	N/A	\$0	\$191.28
Memo: 38 Service Intervals=191.280							

Total Due: \$1404.67

Invoice

Certified Client
Solutions, LLC

October 16, 2014 - October 31, 2014

14103115897US

Virtual Service Corporation

Period

Invoice Number

Arise Virtual Solutions, Inc.
3450 Lakeside Drive, Suite
620, Miramar, FL 33027

Application	Type	ACP Name	Staffed Hours	Calls	ACD Minutes	Rate	Amount
Arise	Fee	Arleen Hager	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 6 ACPs in VSC						
Arise	Fee	Arleen Hager	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	JASMINE JONES	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 6 ACPs in VSC						
Arise	Fee	JASMINE JONES	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Jeanine Lyles	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 6 ACPs in VSC						
Arise	Fee	Jeanine Lyles	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Joyce Scott	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Joyce Scott	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 6 ACPs in VSC						
Arise	Fee	Marylena Brown	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 6 ACPs in VSC						
Arise	Fee	Matyleon Brown	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	teresa horton	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 6 ACPs in VSC						
Arise	Fee	teresa horton	N/A	N/A	N/A	\$-19.75	\$-19.75

Memo: Service Fee							
Disney Dining Reservations	Per Hour	Jeanine Lyles	28.40	0	0	\$8	\$227.2
Memo: Disney Dining							
Disney Dining Reservations	Per Call	teresa horton	0.00	103	507	\$1.1	\$113.3
Memo: In Market							
Disney Dining Reservations	Per Call	teresa horton	0.00	127	1100	\$1.75	\$222.25
Memo: IP							
Interval Exchange	Adjustment	Marylena Brown	N/A	N/A	N/A	\$10	\$0
Memo: Service Hours(Metric)=28.610							
Interval Exchange	Adjustment	Marylena Brown	N/A	N/A	N/A	\$0.22	\$287.45
Memo: Service Minutes(Metric)=1306.600							
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0	\$1.17
Memo: PickUpIncentive_102914=1.170							
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0	\$2.42
Memo: PickUpIncentive_102314=2.420							
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0	\$3.38
Memo: PickUpIncentive_103014=3.380							
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$9	\$0
Memo: Service Hours(Metric)=57.850							
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0.22	\$505.02
Memo: Service Minutes(Metric)=2295.570							
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0	\$2.42
Memo: PickUpIncentive_102314=2.420							
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0	\$1.17
Memo: PickUpIncentive_102914=1.170							
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0	\$3.38
Memo: PickUpIncentive_103014=3.380							
T-Mobile TeleSales	Adjustment	JASMINE JONES	N/A	N/A	N/A	\$0	\$24.05
Memo: 10/01 - 10/15 adjustment=24.050							
T-Mobile TeleSales	Adjustment	JASMINE JONES	N/A	N/A	N/A	\$0	\$183.93
Memo: 10/16 - 10/31 alternate base rate=183.930							
T-Mobile TeleSales	Adjustment	JASMINE JONES	N/A	N/A	N/A	\$0	\$71.1
Memo: 9/16 - 9/30 adjustment=71.100							
Walgreens	Adjustment	Joyce Scott	N/A	N/A	N/A	\$0	\$56.52
Memo: 11.3 Service Intervals=56.520							

Total Due: \$1598.24

Invoice

Certified Client
Solutions, LLC

November 01, 2014 - November 15, 2014

14111515897US

Virtual Service Corporation

Period

Invoice Number

Arise Virtual Solutions, Inc.
3450 Lakeside Drive, Suite
620, Miami, FL 33027

Application	Type	ACP Name	Staffed Hours	Calls	ACD Minutes	Rate	Amount
Arise	Fee	Arleen Hager	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	JASMINE JONES	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Jeanine Lyles	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Joyce Scott	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	teresa horton	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Disney Dining Reservations	Per Hour	Jeanine Lyles	29.70	0	0	\$8	\$237.6
	Memo: Disney Dining						
Disney Dining Reservations	Adjustment	Jeanine Lyles	N/A	N/A	N/A	\$93.9	\$93.9
	Memo: Adj-Correction for 11/1-11/15 based on SOW change						
Disney Dining Reservations	Adjustment	teresa horton	N/A	N/A	N/A	\$-17.55	\$-17.55
	Memo: Adj-Correction for 11/1-11/15 based on SOW change						
Disney Dining Reservations	Per Call	teresa horton	0.00	103	907	\$1.75	\$180.25
	Memo: IP						
Disney Dining Reservations	Per Call	teresa horton	0.00	96	612	\$1	\$96
	Memo: In Market						
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0	\$12
	Memo: Coffee&Duracell Battery Spiff=12.000						
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$9	\$0

	Memo: Service Hours(Metric)=32,390						
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0.22	\$436.56
	Memo: Service Minutes(Metric)=1957,100						
T-Mobile TeleSales	Adjustment	JASMINE JONES	N/A	N/A	N/A	\$0	\$152
	Memo: 11/1/14 - 11/15/14 alternate base rate=152.000						
Walgreens	Adjustment	Joyce Scott	N/A	N/A	N/A	\$0	\$288.24
	Memo: 57.6 Intervals 288,240						
Total Due:							<u>\$1374.25</u>

Invoice

Certified Client
Solutions, LLC

November 16, 2014 - November 30, 2014

14113015897US

Virtual Service Corporation

Period

Invoice Number

Arise Virtual Solutions, Inc.
3450 Lakeside Drive, Suite
620, Miramar, FL 33027

Application	Type	ACP Name	Staffed Hours	Calls	ACD Minutes	Rate	Amount
Arise	Fee	Arleen Hager	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Arleen Hager	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 7 ACP's in VSC						
Arise	Fee	JASMINE JONES	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	JASMINE JONES	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 7 ACP's in VSC						
Arise	Fee	Jeanine Lyles	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 7 ACP's in VSC						
Arise	Fee	Jeanine Lyles	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Joyce Scott	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 7 ACP's in VSC						
Arise	Fee	Joyce Scott	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Marylena Brown	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 7 ACP's in VSC						
Arise	Fee	Marylena Brown	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	matt rice	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	matt rice	N/A	N/A	N/A	\$2	\$2

	Memo: Service Fee Discount for 7 ACPs in VSC						
Arise	Fee	teresa horton	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 7 ACPs in VSC						
Arise	Fee	teresa horton	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Barnes & Noble .COM	Adjustment	matt rice	N/A	N/A	N/A	\$0	\$229.09
	Memo: 11/16 - 11/30 Base Rate Calculation=229.090						
Barnes & Noble Email	Adjustment	matt rice	N/A	N/A	N/A	\$0	\$57.5
	Memo: BN Email - 46 Emails Replied=57.500						
Disney Dining Reservations	Per Call	Jeanine Lyles	20.20	168	0	\$1.3	\$218.4
	Memo: Disney Dining						
Disney Dining Reservations	Adjustment	Jeanine Lyles	N/A	N/A	N/A	\$-1.3	\$-1.3
	Memo: 1 Short calls under 20 seconds 11/1 to 11/15						
Disney Dining Reservations	Per Call	teresa horton	37.00	236	0	\$1.3	\$306.8
	Memo: Disney Dining						
Disney Dining Reservations	Adjustment	teresa horton	N/A	N/A	N/A	\$-1.3	\$-1.3
	Memo: 1 Short calls under 20 seconds 11/1 to 11/15						
Interval Exchange	Adjustment	Marylena Brown	N/A	N/A	N/A	\$0	\$284.67
	Memo: Service Minutes= 1293.93=284.670						
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0	\$404.15
	Memo: 11/16 - 11/30 Base Rate Calculation=404.150						
T-Mobile TeleSales	Adjustment	JASMINE JONES	N/A	N/A	N/A	\$0	\$38.79
	Memo: 11/16/ - 11/30 alternate base rate=38.790						
Wulgreens	Adjustment	Joyce Scott	N/A	N/A	N/A	\$0	\$225.42
	Memo: 45.1 Serviced Intervals=225.420						

Total Due: \$1637.97

Invoice

Certified Client
Solutions, L.L.C.

December 01, 2014 - December 15, 2014

14121515897US

Virtual Service Corporation

Period

Invoice Number

Arise Virtual Solutions, Inc.
3450 Lakeside Drive, Suite
620, Miramar, FL 33027

Application	Type	ACP Name	Staffed Hours	Calls	ACD Minutes	Rate	Amount
Arise	Fee	Arleen Hager	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Jeanine Lyles	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Joyce Scott	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	mat rice	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	teresa horton	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Barnes & Noble .COM	Adjustment	mat rice	N/A	N/A	N/A	\$0	\$7.5
	Memo: BN.com 12.14.14 Hours Incentive - 1.5 Hours=7.500						
Barnes & Noble .COM	Adjustment	mat rice	N/A	N/A	N/A	\$0	\$296.59
	Memo: 12/1-12/15 Base Rate Calculation=296.590						
Barnes & Noble Email	Adjustment	mat rice	N/A	N/A	N/A	\$0	\$42.5
	Memo: BN Email - 34 Emails Replied=42.500						
Disney Dining Reservations	Per Call	Jeanine Lyles	25.40	200	0	\$1.3	\$260
	Memo: Disney Dining						
Disney Dining Reservations	Per Hour	teresa horton	37.60	220	0	\$8	\$300.8
	Memo: Disney Dining						
Disney Dining Reservations	Adjustment	teresa horton	N/A	N/A	N/A	\$-5.2	\$-5.2
	Memo: 4 Short calls under 20 seconds 11/16 to 11/30						
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0	\$487.56

Memo: 12/1-12/15 Base Rate Calculation=487.560

Walgreens

Adjustment

Joyce Scott

N/A

N/A

N/A

\$0

\$362.71

Memo: 36 Serviced Intervals=362.740

Total Due: \$1653.74

Invoice

Certified Client
Solutions, LLC

December 16, 2014 - December 31, 2014

14123115897US

Virtual Service Corporation

Period

Invoice Number

Arise Virtual Solutions, Inc.
3450 Lakeside Drive, Suite
620, Miramar, FL 33027

Application	Type	ACP Name	Staffed Hours	Calls	ACD Minutes	Rate	Amount
Arise	Fee	Arleen Hager	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 6 ACPs in VSC						
Arise	Fee	Arleen Hager	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Jeanine Lyles	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Jeanine Lyles	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 6 ACPs in VSC						
Arise	Fee	Joyce Scott	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 6 ACPs in VSC						
Arise	Fee	Joyce Scott	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Marylena Brown	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 6 ACPs in VSC						
Arise	Fee	Marylena Brown	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	matt rice	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 6 ACPs in VSC						
Arise	Fee	matt rice	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	teresa horton	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 6 ACPs in VSC						
Arise	Fee	teresa horton	N/A	N/A	N/A	\$-19.75	\$-19.75

	Memo: Service Fee						
AT&T IRU - Nesting	Adjustment	Joyce Scott	N/A	N/A	N/A	\$0	\$33.17
	Memo: 13 Serviced Calls at 2.2 Per Call Alt Rate=33.170						
Barnes & Noble .COM	Adjustment	matt rice	N/A	N/A	N/A	\$0	\$6
	Memo: BN.com 12.26.14 11 hours Incentive - 3 11 hours=6.000						
Barnes & Noble .COM	Adjustment	matt rice	N/A	N/A	N/A	\$0	\$1.5
	Memo: BN.com 12.27.14 11 hours Incentive - 0.5 11 hours=1.500						
Barnes & Noble .COM	Adjustment	matt rice	N/A	N/A	N/A	\$0	\$1.5
	Memo: BN.com 12.20.14 Hours Incentive - 0.5 11 hours=1.500						
Barnes & Noble .COM	Adjustment	matt rice	N/A	N/A	N/A	\$0	\$27.5
	Memo: BN.com 12.25.14 Hours Incentive - 5.5 Hours=27.500						
Barnes & Noble .COM	Adjustment	matt rice	N/A	N/A	N/A	\$0	\$378.41
	Memo: 12/16-12/31 Base Rate Calculation=378.410						
Barnes & Noble Email	Adjustment	matt rice	N/A	N/A	N/A	\$0	\$1.25
	Memo: BN Email - 1 Emails Replied 1.250						
Disney Dining Reservations	Per Call	Jeanine Lyles	37.60	330	0	\$1.3	\$429
	Memo: Disney Dining						
Disney Dining Reservations	Per Call	teresa horton	41.60	289	0	\$1.3	\$375.7
	Memo: Disney Dining						
Interval Exchange	Adjustment	Marylena Brown	N/A	N/A	N/A	\$10	\$247.81
	Memo: Service Hours(Metric) 24.780						
Interval Exchange	Adjustment	Marylena Brown	N/A	N/A	N/A	\$0.22	\$0
	Memo: Service Minutes(Metric) 1013.930						
Quill.com Orders	Adjustment	Arlene Hager	N/A	N/A	N/A	\$0	\$505.66
	Memo: 12/16-12/31 Base Rate Calculation=505.660						
Walgreens	Adjustment	Joyce Scott	N/A	N/A	N/A	\$0	\$150
	Memo: Certification enrollment incentive 150.000						
Walgreens	Adjustment	Joyce Scott	N/A	N/A	N/A	\$0	\$3.87
	Memo: December 19th incentive intervals=3.870						
Walgreens	Adjustment	Joyce Scott	N/A	N/A	N/A	\$0	\$482.45
	Memo: 48.2 Standard intervals 482.450						
Walgreens	Adjustment	Joyce Scott	N/A	N/A	N/A	\$0	\$4
	Memo: Dec 23rd incentive 2 intervals 4.000						
Walgreens	Adjustment	Joyce Scott	N/A	N/A	N/A	\$0	\$14.25
	Memo: Dec 21 incentive 2.9 hours 14.250						

Total Due: \$2555.57

Invoice

Certified Client
Solutions, LLC

January 01, 2015 - January 15, 2015

15011515897US

Virtual Service Corporation

Period

Invoice Number

Arise Virtual Solutions, Inc.
3450 Lakeside Drive, Suite
620, Miramar, FL 33027

Application	Type	ACP Name	Staffed Hours	Calls	ACD Minutes	Rate	Amount
Arise	Fee	Arleen Hager	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Arleen Hager	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 6 ACPs in VSC						
Arise	Fee	Jeanine Lyles	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 6 ACPs in VSC						
Arise	Fee	Jeanine Lyles	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Joyce Scott	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 6 ACPs in VSC						
Arise	Fee	Joyce Scott	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Marylena Brown	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 6 ACPs in VSC						
Arise	Fee	Marylena Brown	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	matt rice	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	matt rice	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 6 ACPs in VSC						
Arise	Fee	teresa horton	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 6 ACPs in VSC						
Arise	Fee	teresa horton	N/A	N/A	N/A	\$-19.75	\$-19.75

Memo: Service Fee							
Barnes & Noble .COM	Adjustment	matt rice	N/A	N/A	N/A	\$0	\$321.28
Memo: 1/1-1/15 Base Rate Calculation 321.280							
Disney Dining Reservations	Per Call	Jeanine Lyles	36.40	273	0	\$1.3	\$354.9
Memo: Disney Dining							
Disney Dining Reservations	Adjustment	Joanline Lyles	N/A	N/A	N/A	\$-5.2	\$-5.2
Memo: 4 Short calls under 20 seconds 12/16 to 12/31							
Disney Dining Reservations	Adjustment	teresa horton	N/A	N/A	N/A	\$-2.6	\$-2.6
Memo: 2 Short calls under 20 seconds 12/16 to 12/31							
Disney Dining Reservations	Per Hour	teresa horton	37.50	212	0	\$8	\$3400
Memo: Disney Dining							
Interval Exchange	Adjustment	Marylena Brown	N/A	N/A	N/A	\$10	\$0
Memo: Service Hours(Metric)=23.470							
Interval Exchange	Adjustment	Marylena Brown	N/A	N/A	N/A	\$0.22	\$244.58
Memo: Service Minutes(Metric)=1111.730							
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0	\$2
Memo: Bulk Battery Spill=2.000							
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0	\$2.5
Memo: Collee Spill=2.500							
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0	\$447.11
Memo: 1/1-1/15 Base Rate Calculation=447.110							
Walgreens	Adjustment	Joyce Scott	N/A	N/A	N/A	\$0	\$491.86
Memo: 98.4 Standard Intervals=491.860							
Total Due:						<u>\$2049.93</u>	

Invoice

Certified Client
Solutions, LLC

January 16, 2015 - January 31, 2015

15013115897US

Virtual Service Corporation

Period

Invoice Number

Arise Virtual Solutions, Inc.
3450 Lakeside Drive, Suite
620, Miramar, FL 33027

Application	Type	ACP Name	Staffed Hours	Calls	ACD Minutes	Rate	Amount
Agents Overflow	Adjustment	Deanna Watson	N/A	N/A	N/A	\$0	\$15.45
	Memo: Alternative Base rate of 3.09 intervals @ \$5/int =15.450						
Arise	Fee	Arleen Hager	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Jeanine Lyles	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Joyce Scott	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Marylena Brown	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	teresa horton	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Disney Dining Reservations	Per Call	Jeanine Lyles	37.50	272	0	\$1.3	\$353.6
	Memo: Disney Dining						
Disney Dining Reservations	Per Hour	teresa horton	33.20	196	0	\$8	\$265.6
	Memo: Disney Dining						
Interval Exchange	Adjustment	Marylena Brown	N/A	N/A	N/A	\$10	\$0
	Memo: Service Hours(Metric)=6.610						
Interval Exchange	Adjustment	Marylena Brown	N/A	N/A	N/A	\$0.22	\$71.39
	Memo: Service Minutes(Metric)=324,500						
Quill.com Orders	Adjustment	Arleen Hager	N/A	N/A	N/A	\$0	\$400.08
	Memo: 1/16-1/31 Base Rate Calculation 400.080						
Walgreens	Adjustment	Joyce Scott	N/A	N/A	N/A	\$0	\$377.14

Memo: 75.4 Intervals 377.140

Total Due: \$1384.51

Invoice

Certified Client
Solutions, LLC

February 01, 2015 - February 15, 2015

1502151589705

Virtual Service Corporation

Period

Invoice Number

Arise Virtual Solutions, Inc.
3450 Lakeside Drive, Suite
620, Miramar, FL 33127

Application	Type	ACP Name	Staffed Hours	Calls	ACD Minutes	Rate	Amount
Arise	Fee	Arlene Hager	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Claudette Terry	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Jeanine Lyles	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Joyce Scott	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	teresa horton	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Carnival Customer Service	Adjustment	Claudette Terry	N/A	N/A	N/A	\$0	\$107.87
	Memo: 11.99 hrs=\$107.870						
Disney Dining Reservations	Per Call	Jeanine Lyles	48.80	390	0	\$1.3	\$507
	Memo: Disney Dining						
Disney Dining Reservations	Adjustment	Jeanine Lyles	N/A	N/A	N/A	\$-1.3	\$-1.3
	Memo: 1 Short call under 20 seconds 1/16 to 1/31/15						
Disney Dining Reservations	Per Call	teresa horton	32.70	204	0	\$1.3	\$265.2
	Memo: Disney Dining						
Quill.com Orders	Adjustment	Arlene Hager	N/A	N/A	N/A	\$0	\$17
	Memo: Super Sticky Post-It Spiff=\$17.000						
Quill.com Orders	Adjustment	Arlene Hager	N/A	N/A	N/A	\$0	\$8
	Memo: Bounty Pick-A-Size Paper Towel Spiff=\$8.000						
Quill.com Orders	Adjustment	Arlene Hager	N/A	N/A	N/A	\$0	\$205.45

Memo: 2/1-2/15 Base Rate Calculation 205.450

Walgreens

Adjustment	Joyce Scott	N/A	N/A	N/A	\$0	\$379.59
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Memo: 75.9 Intervals 379.590

Total Due: \$1390.06

Invoice

Certified Client
Solutions, LLC

February 16, 2015 - February 28, 2015

15022815897US

Virtual Service Corporation

Period

Invoice Number

Arise Virtual Solutions, Inc.
3450 Lakeside Drive, Suite
620, Miramar, FL 33027

Application	Type	ACP Name	Staffed Hours	Calls	ACD Minutes	Rate	Amount
Arise	Fee	Claudette Terry	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Claudette Terry	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 6 ACPs in VSC						
Arise	Fee	Jeanine Lyles	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Jeanine Lyles	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 6 ACPs in VSC						
Arise	Fee	Joyce Scott	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 6 ACPs in VSC						
Arise	Fee	Joyce Scott	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Marylena Brown	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	Marylena Brown	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 6 ACPs in VSC						
Arise	Fee	Nicole Harris	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 6 ACPs in VSC						
Arise	Fee	Nicole Harris	N/A	N/A	N/A	\$-19.75	\$-19.75
	Memo: Service Fee						
Arise	Fee	teresa horton	N/A	N/A	N/A	\$2	\$2
	Memo: Service Fee Discount for 6 ACPs in VSC						
Arise	Fee	teresa horton	N/A	N/A	N/A	\$-19.75	\$-19.75

Memo: Service Fee								
Carnival Customer Service	Adjustment	Claudette Terry	N/A	N/A	N/A	\$0	\$1.53	
Memo: 1 STAR Level=1.530								
Carnival Customer Service	Adjustment	Claudette Terry	N/A	N/A	N/A	\$0	\$30.7	
Memo: 3.41 Hrs=30.700								
Carnival Customer Service	Adjustment	Nicole Harris	N/A	N/A	N/A	\$0	\$69.93	
Memo: 7.77 Hrs=69.930								
Carnival Customer Service	Adjustment	Nicole Harris	N/A	N/A	N/A	\$0	\$3.5	
Memo: 1 STAR Level=3.500								
Disney Dining Reservations	Per Call	Jeanine Lyles	37.60	332	0	\$1.3	\$431.6	
Memo: Disney Dining								
Disney Dining Reservations	Adjustment	Jeanine Lyles	N/A	N/A	N/A	\$-3.9	\$-3.9	
Memo: 3 Short calls under 20 seconds 2/16 to 2/28/15								
Disney Dining Reservations	Adjustment	teresa horton	N/A	N/A	N/A	\$-5.2	\$-5.2	
Memo: 4 Short calls under 20 seconds 2/16 to 2/28/15								
Disney Dining Reservations	Per Call	teresa horton	31.30	202	0	\$1.3	\$262.6	
Memo: Disney Dining								
Interval Exchange	Adjustment	Marylena Brown	N/A	N/A	N/A	\$10	\$31.85	
Memo: Service Hours(Mcurie) 3.190								
Interval Exchange	Adjustment	Marylena Brown	N/A	N/A	N/A	\$0.22	\$0	
Memo: Service Minutes(Mcurie) 130.400								
Walgreens	Adjustment	Joyce Scott	N/A	N/A	N/A	\$0	\$412.12	
Memo: 82.4 Intervals 412.120								
Total Due:							<u>\$1128.23</u>	

Invoice

Certified Client
Solutions, LLC

March 01, 2015 - March 15, 2015

150315158971.S

Virtual Service Corporation

Period

Invoice Number

Arise Virtual Solutions, Inc.
3450 Lakeside Drive, Suite
620, Miramar, FL 33027

Application	Type	ACP Name	Staffed Hours	Calls	ACD Minutes	Rate	Amount
Disney Dining Reservations	Per Call	Jeanine Lyles	37.90	384	0	\$1.3	\$499.2
Memo: Disney Dining							
Disney Dining Reservations	Adjustment	Jeanine Lyles	N/A	N/A	N/A	\$-3.9	\$-3.9
Memo: 3 Short calls under 20 seconds							
Disney Dining Reservations	Per Hour	Ieresa horton	35.20	214	0	\$8	\$281.6
Memo: Disney Dining							

Total Due: \$776.9

RESPONDENT'S EXHIBITS
BEFORE THE
NATIONAL LABOR RELATIONS BOARD

In the Matter of:

Case No.: 12-CA-144223

ARISE VIRTUAL SOLUTIONS, INC.,

Respondent,

and

MATTHEW RICE, an Individual,

Charging Party.

Place: Miami, FL

Date: May 2-3, 2016

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CCS began in 2001 working with small businesses selling merchant services and then moved on to working with Fortune 500 companies like Barnes & Noble, Sears, Office Depot and Staples just to name a few by partnering with Arise.

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- **Appointment Setting:** Staffing an office just to have them set appointments can be expensive. Many times someone working in a office can be distracted easily and this takes away the focus on your prospective customer. During the day, at night and on the weekends we can set your appointments!
- **Customer Service:** We provide excellent customer service to your customers. This is our best attribute! Whether it's answering general questions, helping make changes to a service or going over billing information, we've got what it takes to help your customers!
- **Reservations:** Our agents are already booking hotel rooms, dinners and cruises for other clients and we'd like to help you too! It's not just about taking the call and entering the information into the computer, it's about engaging the customer and closing the sale. That's where we excel! Our agents are rapport builders.
- **Sales:** Our agents have plenty of experience with successful sales. A number of clients already choose us to take their calls and sell their product or service. Teach us about what you offer and we'll be turning potential individuals into customers.

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experience. Our agents are available 24 hours a day, 7 days a week to coincide with your promotions.

- **Technical Support:** Our college-educated, patient agents are more than qualified to handle any technical issues that may arise for your customers. That along with the extensive training we offer will definitely handle the technical issues your customers may have.
- **After Hours Answering:** Whether you just need someone to answer your calls and direct them to the appropriate party or you need us to take your calls while you are out of the office, we've got you covered. We have agents working around the clock to meet your businesses needs.
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For the year Jan. 1–Dec. 31, 2013, or other tax year beginning

, 2013, ending

, 20

See separate instructions.

Your first name and initial

Patricia

Last name

Rice

Your social security number

(b) (6), (b) (7)(C)

If a joint return, spouse's first name and initial

Last name

Spouse's social security number

Home address (number and street). If you have a P.O. box, see instructions.

2204 Monterey Pkwy

Apt. no.

▲ Make sure the SSN(s) above and on line 6c are correct.

City, town or post office, state, and ZIP code. If you have a foreign address, also complete spaces below (see instructions).

Atlanta GA 30350

Presidential Election Campaign

Check here if you, or your spouse if filing jointly, want \$3 to go to this fund. Checking a box below will not change your tax or refund. ☐ You ☐ Spouse

Foreign country name

Foreign province/state/country

Foreign postal code

Filing Status

1 ☐ Single2 ☐ Married filing jointly (even if only one had income)3 ☐ Married filing separately. Enter spouse's SSN above and full name here. ▶4 ☒ Head of household (with qualifying person). (See instructions.) If the qualifying person is a child but not your dependent, enter this child's name here. ▶5 ☐ Qualifying widow(er) with dependent child

Check only one box.

Exemptions

6a ☒ Yourself. If someone can claim you as a dependent, do not check box 6ab ☐ Spouse

Boxes checked on 6a and 6b 1

c Dependents:

(1) First name Last name

(2) Dependent's social security number

(3) Dependent's relationship to you

(4) ☒ if child under age 17 qualifying for child tax credit (see instructions)

Matthew Rice

(b) (6), (b) (7)(C)

Son

☐

Cecelia Rice

(b) (6), (b) (7)(C)

Daughter

☐No. of children on 6c who:
• lived with you 2
• did not live with you due to divorce or separation (see instructions)

Dependents on 6c not entered above

If more than four dependents, see instructions and check here ☐

d Total number of exemptions claimed

Add numbers on lines above ▶ 3

Income

7 Wages, salaries, tips, etc. Attach Form(s) W-2

7 938.

8a Taxable interest. Attach Schedule B if required

8a

b Tax-exempt interest. Do not include on line 8a

8b

9a Ordinary dividends. Attach Schedule B if required

9a

b Qualified dividends

9b

10 Taxable refunds, credits, or offsets of state and local income taxes

10

11 Alimony received

11

12 Business income or (loss). Attach Schedule C or C-EZ

12 24,527.

13 Capital gain or (loss). Attach Schedule D if required. If not required, check here ☐

13

14 Other gains or (losses). Attach Form 4797

14

15a IRA distributions

15a

b Taxable amount

15b

16a Pensions and annuities

16a

b Taxable amount

16b

17 Rental real estate, royalties, partnerships, S corporations, trusts, etc. Attach Schedule E

17

18 Farm income or (loss). Attach Schedule F

18

19 Unemployment compensation

19

20a Social security benefits

20a

b Taxable amount

20b

21 Other income. List type and amount

21

22 Combine the amounts in the far right column for lines 7 through 21. This is your total income ▶

22 25,465.

Adjusted Gross Income

23 Educator expenses

23

24 Certain business expenses of reservists, performing artists, and fee-basis government officials. Attach Form 2106 or 2106-EZ

24

25 Health savings account deduction. Attach Form 8889

25

26 Moving expenses. Attach Form 3903

26

27 Deductible part of self-employment tax. Attach Schedule SE

27

1,733.

28 Self-employed SEP, SIMPLE, and qualified plans

28

29 Self-employed health insurance deduction

29

30 Penalty on early withdrawal of savings

30

31a Alimony paid b Recipient's SSN ▶

31a

32 IRA deduction

32

33 Student loan interest deduction

33

34 Tuition and fees. Attach Form 8917

34

35 Domestic production activities deduction. Attach Form 8903

35

36 Add lines 23 through 35

36 1,733.

37 Subtract line 36 from line 22. This is your adjusted gross income ▶

37 23,732.

Rise
en. b. 18
30. 5/11/16

Tax and Credits**Standard Deduction for—**

• People who check any box on line 39a or 39b or who can be claimed as a dependent, see instructions.

• All others:
Single or Married filing separately, \$6,100

Married filing jointly or Qualifying widow(er), \$12,200

Head of household, \$8,950

38	Amount from line 37 (adjusted gross income)	38	23,732.
39a	Check <input type="checkbox"/> You were born before January 2, 1949, <input type="checkbox"/> Blind. <input type="checkbox"/> Spouse was born before January 2, 1949, <input type="checkbox"/> Blind. Total boxes checked <input type="checkbox"/> 39a		
b	If your spouse itemizes on a separate return or you were a dual-status alien, check here <input type="checkbox"/> 39b		
40	Itemized deductions (from Schedule A) or your standard deduction (see left margin)	40	8,950.
41	Subtract line 40 from line 38	41	14,782.
42	Exemptions. If line 38 is \$150,000 or less, multiply \$3,900 by the number on line 6d. Otherwise, see instructions	42	11,700.
43	Taxable income. Subtract line 42 from line 41. If line 42 is more than line 41, enter -0-	43	3,082.
44	Tax (see instructions). Check if any from: a <input type="checkbox"/> Form(s) 8814 b <input type="checkbox"/> Form 4972 c <input type="checkbox"/>	44	308.
45	Alternative minimum tax (see instructions). Attach Form 6251	45	
46	Add lines 44 and 45	46	308.
47	Foreign tax credit. Attach Form 1116 if required	47	
48	Credit for child and dependent care expenses. Attach Form 2441	48	
49	Education credits from Form 8863, line 19	49	308.
50	Retirement savings contributions credit. Attach Form 8880	50	
51	Child tax credit. Attach Schedule 8812, if required	51	
52	Residential energy credits. Attach Form 5695	52	
53	Other credits from Form: a <input type="checkbox"/> 3800 b <input type="checkbox"/> 8801 c <input type="checkbox"/>	53	
54	Add lines 47 through 53. These are your total credits	54	308.
55	Subtract line 54 from line 46. If line 54 is more than line 46, enter -0-	55	0.

Other Taxes

56	Self-employment tax. Attach Schedule SE	56	3,466.
57	Unreported social security and Medicare tax from Form: a <input type="checkbox"/> 4137 b <input type="checkbox"/> 8919	57	
58	Additional tax on IRAs, other qualified retirement plans, etc. Attach Form 5329 if required	58	
59a	Household employment taxes from Schedule H	59a	
b	First-time homebuyer credit repayment. Attach Form 5405 if required	59b	
60	Taxes from: a <input type="checkbox"/> Form 8959 b <input type="checkbox"/> Form 8960 c <input type="checkbox"/> Instructions; enter code(s)	60	
61	Add lines 55 through 60. This is your total tax	61	3,466.

Payments

If you have a qualifying child, attach Schedule EIC.

62	Federal income tax withheld from Forms W-2 and 1099	62	
63	2013 estimated tax payments and amount applied from 2012 return	63	
64a	Earned income credit (EIC)	64a	4,067.
b	Nontaxable combat pay election 64b		
65	Additional child tax credit. Attach Schedule 8812	65	
66	American opportunity credit from Form 8863, line 8	66	522.
67	Reserved	67	
68	Amount paid with request for extension to file	68	
69	Excess social security and tier 1 RRTA tax withheld	69	
70	Credit for federal tax on fuels. Attach Form 4136	70	
71	Credits from Form: a <input type="checkbox"/> 2439 b <input type="checkbox"/> Reserved c <input type="checkbox"/> 8885 d <input type="checkbox"/>	71	
72	Add lines 62, 63, 64a, and 65 through 71. These are your total payments	72	4,589.

Refund

Direct deposit? See instructions.

73	If line 72 is more than line 61, subtract line 61 from line 72. This is the amount you overpaid	73	1,123.
74a	Amount of line 73 you want refunded to you. If Form 8888 is attached, check here <input type="checkbox"/>	74a	1,123.
b	Routing number <input type="text"/> X X X X X X X X X X <input type="checkbox"/> c Type: <input type="checkbox"/> Checking <input type="checkbox"/> Savings		
d	Account number <input type="text"/> X X X X X X X X X X X X X X X X X X		

Amount You Owe

75	Amount of line 73 you want applied to your 2014 estimated tax	75	
76	Amount you owe. Subtract line 72 from line 61. For details on how to pay, see instructions	76	
77	Estimated tax penalty (see instructions)	77	

Third Party Designee

Do you want to allow another person to discuss this return with the IRS (see instructions)? ☐ Yes. Complete below. ☒ No

Designee's name	Phone no.	Personal identification number (PIN)
-----------------	-----------	--------------------------------------

Sign Here

Under penalties of perjury, I declare that I have examined this return and accompanying schedules and statements, and to the best of my knowledge and belief, they are true, correct, and complete. Declaration of preparer (other than taxpayer) is based on all information of which preparer has any knowledge.

Joint return? See instructions. Keep a copy for your records.

Your signature	Date	Your occupation self employed	Daytime phone number
Spouse's signature. If a joint return, both must sign.	Date	Spouse's occupation	If the IRS sent you an Identity Protection PIN, enter it here (see inst.)

Paid Preparer Use Only

Print/Type preparer's name	Preparer's signature	Date	Check <input type="checkbox"/> if self-employed	PTIN
Firm's name	Self-Prepared	Firm's EIN		
Firm's address		Phone no.		

SCHEDULE C
(Form 1040)

Department of the Treasury
Internal Revenue Service (99)

Profit or Loss From Business
(Sole Proprietorship)

► For information on Schedule C and its instructions, go to www.irs.gov/schedulec.
► Attach to Form 1040, 1040NR, or 1041; partnerships generally must file Form 1065.

OMB No. 1545-0074

2013
Attachment
Sequence No. **09**

Name of proprietor Patricia Rice		Social security number (SSN) (b) (6), (b) (7)(C)
A Principal business or profession, including product or service (see instructions) Customer Service & Consulting	B Enter code from instructions ► 5 6 1 4 2 0	
C Business name. If no separate business name, leave blank. Certified Client Solutions LLC	D Employer ID number (EIN). (see instr.) (b) (6), (b) (7)(C)	
E Business address (including suite or room no.) ► 2204 Monterey Pkwy City, town or post office, state, and ZIP code Atlanta, GA 30350		
F Accounting method: (1) <input checked="" type="checkbox"/> Cash (2) <input type="checkbox"/> Accrual (3) <input type="checkbox"/> Other (specify) ►		
G Did you "materially participate" in the operation of this business during 2013? If "No," see instructions for limit on losses . <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
H If you started or acquired this business during 2013, check here . <input type="checkbox"/>		
I Did you make any payments in 2013 that would require you to file Form(s) 1099? (see instructions) . <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
J If "Yes," did you or will you file required Forms 1099? . <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		

Part I Income

1 Gross receipts or sales. See instructions for line 1 and check the box if this income was reported to you on Form W-2 and the "Statutory employee" box on that form was checked ► <input type="checkbox"/>	1	88,823.
2 Returns and allowances	2	
3 Subtract line 2 from line 1	3	88,823.
4 Cost of goods sold (from line 42)	4	
5 Gross profit. Subtract line 4 from line 3	5	88,823.
6 Other income, including federal and state gasoline or fuel tax credit or refund (see instructions)	6	
7 Gross income. Add lines 5 and 6 ►	7	88,823.

Part II Expenses

Enter expenses for business use of your home only on line 30.

8 Advertising	8	300.	18 Office expense (see instructions)	18	
9 Car and truck expenses (see instructions).	9		19 Pension and profit-sharing plans	19	
10 Commissions and fees	10	6,061.	20 Rent or lease (see instructions):		
11 Contract labor (see instructions)	11	50,671.	a Vehicles, machinery, and equipment	20a	
12 Depletion	12		b Other business property	20b	
13 Depreciation and section 179 expense deduction (not included in Part III) (see instructions).	13		21 Repairs and maintenance	21	
14 Employee benefit programs (other than on line 19).	14		22 Supplies (not included in Part III)	22	185.
15 Insurance (other than health)	15		23 Taxes and licenses	23	
16 Interest:			24 Travel, meals, and entertainment:		
a Mortgage (paid to banks, etc.)	16a		a Travel	24a	183.
b Other	16b		b Deductible meals and entertainment (see instructions)	24b	314.
17 Legal and professional services	17	2,482.	25 Utilities	25	2,120.
			26 Wages (less employment credits)	26	
			27a Other expenses (from line 48)	27a	850.
			b Reserved for future use	27b	
28 Total expenses before expenses for business use of home. Add lines 8 through 27a ►	28	63,166.			
29 Tentative profit or (loss). Subtract line 28 from line 7	29	25,657.			
30 Expenses for business use of your home. Do not report these expenses elsewhere. Attach Form 8829 unless using the simplified method (see instructions). Simplified method filers only: enter the total square footage of: (a) your home: _____ and (b) the part of your home used for business: _____ Use the Simplified Method Worksheet in the instructions to figure the amount to enter on line 30	30	1,130.			
31 Net profit or (loss). Subtract line 30 from line 29. • If a profit, enter on both Form 1040, line 12 (or Form 1040NR, line 13) and on Schedule SE, line 2 . (If you checked the box on line 1, see instructions). Estates and trusts, enter on Form 1041, line 3 . • If a loss, you must go to line 32.	31	24,527.			
32 If you have a loss, check the box that describes your investment in this activity (see instructions). • If you checked 32a, enter the loss on both Form 1040, line 12 , (or Form 1040NR, line 13) and on Schedule SE, line 2 . (If you checked the box on line 1, see the line 31 instructions). Estates and trusts, enter on Form 1041, line 3 . • If you checked 32b, you must attach Form 6198 . Your loss may be limited.			32a <input type="checkbox"/> All investment is at risk.		
			32b <input type="checkbox"/> Some investment is not at risk.		

Part III Cost of Goods Sold (see instructions)

33	Method(s) used to value closing inventory: a <input type="checkbox"/> Cost b <input type="checkbox"/> Lower of cost or market c <input type="checkbox"/> Other (attach explanation)	
34	Was there any change in determining quantities, costs, or valuations between opening and closing inventory? If "Yes," attach explanation	<input type="checkbox"/> Yes <input type="checkbox"/> No
35	Inventory at beginning of year. If different from last year's closing inventory, attach explanation	35
36	Purchases less cost of items withdrawn for personal use	36
37	Cost of labor. Do not include any amounts paid to yourself	37
38	Materials and supplies	38
39	Other costs	39
40	Add lines 35 through 39	40
41	Inventory at end of year	41
42	Cost of goods sold. Subtract line 41 from line 40. Enter the result here and on line 4	42

Part IV Information on Your Vehicle. Complete this part **only** if you are claiming car or truck expenses on line 9 and are not required to file Form 4562 for this business. See the instructions for line 13 to find out if you must file Form 4562.

43	When did you place your vehicle in service for business purposes? (month, day, year) ▶ _____
44	Of the total number of miles you drove your vehicle during 2013, enter the number of miles you used your vehicle for:
	a Business _____ b Commuting (see instructions) _____ c Other _____
45	Was your vehicle available for personal use during off-duty hours? <input type="checkbox"/> Yes <input type="checkbox"/> No
46	Do you (or your spouse) have another vehicle available for personal use? <input type="checkbox"/> Yes <input type="checkbox"/> No
47a	Do you have evidence to support your deduction? <input type="checkbox"/> Yes <input type="checkbox"/> No
	b If "Yes," is the evidence written? <input type="checkbox"/> Yes <input type="checkbox"/> No

Part V Other Expenses. List below business expenses not included on lines 8–26 or line 30.

bank fees	600.
printing and copies	150.
postage	100.
48 Total other expenses. Enter here and on line 27a	48 850.

SCHEDULE SE
(Form 1040)

Department of the Treasury
Internal Revenue Service (99)

Self-Employment Tax

► Information about Schedule SE and its separate instructions is at www.irs.gov/schedulese.
► Attach to Form 1040 or Form 1040NR.

OMB No. 1545-0074

2013
Attachment
Sequence No. **17**

Name of person with self-employment income (as shown on Form 1040)

Patricia Rice

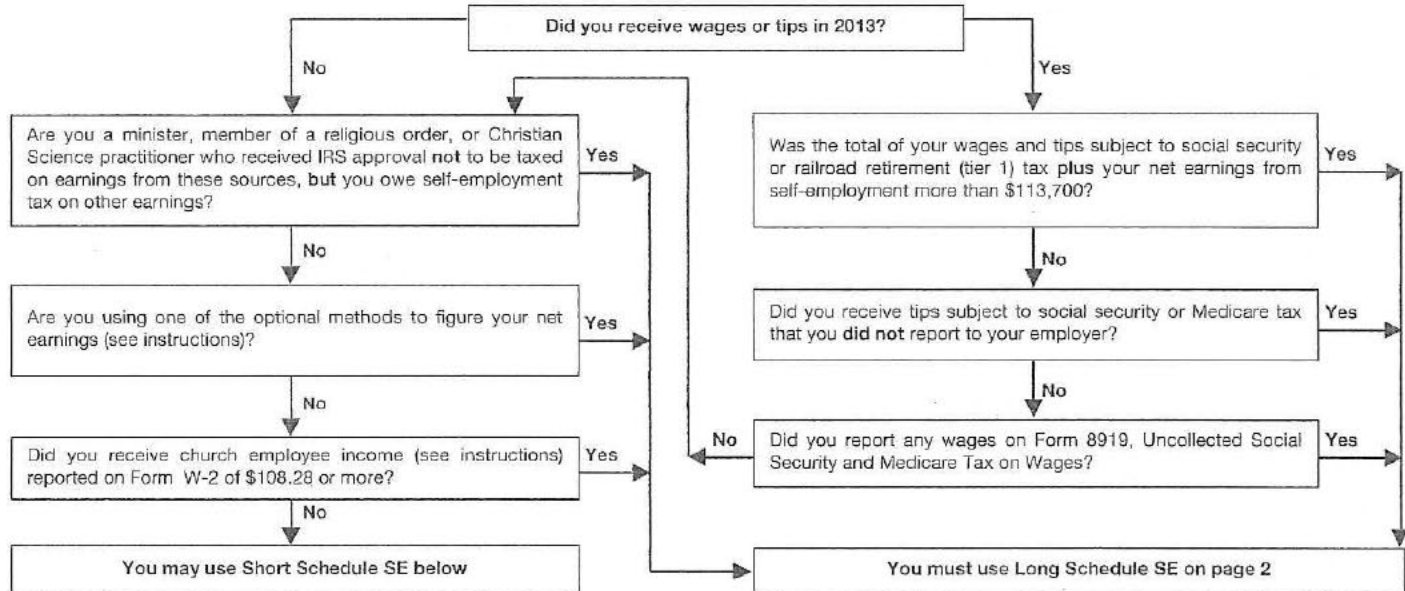
Social security number of person
with self-employment income ►

(b) (6), (b) (7)(C)

Before you begin: To determine if you must file Schedule SE, see the instructions.

May I Use Short Schedule SE or Must I Use Long Schedule SE?

Note. Use this flowchart **only** if you must file Schedule SE. If unsure, see *Who Must File Schedule SE* in the instructions.



Section A—Short Schedule SE. Caution. Read above to see if you can use Short Schedule SE.

1a Net farm profit or (loss) from Schedule F, line 34, and farm partnerships, Schedule K-1 (Form 1065), box 14, code A	1a	
b If you received social security retirement or disability benefits, enter the amount of Conservation Reserve Program payments included on Schedule F, line 4b, or listed on Schedule K-1 (Form 1065), box 20, code Z	1b	()
2 Net profit or (loss) from Schedule C, line 31; Schedule C-EZ, line 3; Schedule K-1 (Form 1065), box 14, code A (other than farming); and Schedule K-1 (Form 1065-B), box 9, code J1. Ministers and members of religious orders, see instructions for types of income to report on this line. See instructions for other income to report	2	24,527.
3 Combine lines 1a, 1b, and 2	3	24,527.
4 Multiply line 3 by 92.35% (.9235). If less than \$400, you do not owe self-employment tax; do not file this schedule unless you have an amount on line 1b ► Note. If line 4 is less than \$400 due to Conservation Reserve Program payments on line 1b, see instructions.	4	22,651.
5 Self-employment tax. If the amount on line 4 is: • \$113,700 or less, multiply line 4 by 15.3% (.153). Enter the result here and on Form 1040, line 56, or Form 1040NR, line 54 • More than \$113,700, multiply line 4 by 2.9% (.029). Then, add \$14,098.80 to the result. Enter the total here and on Form 1040, line 56, or Form 1040NR, line 54	5	3,466.
6 Deduction for one-half of self-employment tax. Multiply line 5 by 50% (.50). Enter the result here and on Form 1040, line 27, or Form 1040NR, line 27	6	1,733.

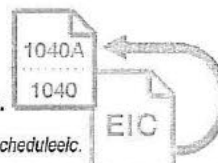
SCHEDULE EIC
(Form 1040A or 1040)

Earned Income Credit

Qualifying Child Information

Department of the Treasury
Internal Revenue Service (99)

- ▶ Complete and attach to Form 1040A or 1040 only if you have a qualifying child.
▶ Information about Schedule EIC (Form 1040A or 1040) and its instructions is at www.irs.gov/scheduleeic.



OMB No. 1545-0074

2013

Attachment
Sequence No. **43**

Name(s) shown on return

Patricia Rice

Your social security number

(b) (6), (b) (7)(C)

Before you begin:

- See the instructions for Form 1040A, lines 38a and 38b, or Form 1040, lines 64a and 64b, to make sure that (a) you can take the EIC, and (b) you have a qualifying child.
- Be sure the child's name on line 1 and social security number (SSN) on line 2 agree with the child's social security card. Otherwise, at the time we process your return, we may reduce or disallow your EIC. If the name or SSN on the child's social security card is not correct, call the Social Security Administration at 1-800-772-1213.



- If you take the EIC even though you are not eligible, you may not be allowed to take the credit for up to 10 years. See the instructions for details.
- It will take us longer to process your return and issue your refund if you do not fill in all lines that apply for each qualifying child.

Qualifying Child Information

Child 1

Child 2

Child 3

	First name	Last name	First name	Last name	First name	Last name
1 Child's name If you have more than three qualifying children, you only have to list three to get the maximum credit.	Matthew	Rice	Cecelia	Rice		
2 Child's SSN The child must have an SSN as defined in the instructions for Form 1040A, lines 38a and 38b, or Form 1040, lines 64a and 64b, unless the child was born and died in 2013. If your child was born and died in 2013 and did not have an SSN, enter "Died" on this line and attach a copy of the child's birth certificate, death certificate, or hospital medical records.	(b) (6), (b) (7)(C)		(b) (6), (b) (7)(C)			
3 Child's year of birth	Year (b) (6), (b) (7)(C) <i>If born after 1994 and the child was younger than you (or your spouse, if filing jointly), skip lines 4a and 4b; go to line 5.</i>		Year (b) (6), (b) (7)(C) <i>If born after 1994 and the child was younger than you (or your spouse, if filing jointly), skip lines 4a and 4b; go to line 5.</i>		Year _____ <i>If born after 1994 and the child was younger than you (or your spouse, if filing jointly), skip lines 4a and 4b; go to line 5.</i>	
4 a Was the child under age 24 at the end of 2013, a student, and younger than you (or your spouse, if filing jointly)?	<input type="checkbox"/> Yes. <input checked="" type="checkbox"/> No. <i>Go to line 5.</i>		<input checked="" type="checkbox"/> Yes. <input type="checkbox"/> No. <i>Go to line 5.</i>		<input type="checkbox"/> Yes. <input type="checkbox"/> No. <i>Go to line 5.</i>	
b Was the child permanently and totally disabled during any part of 2013?	<input checked="" type="checkbox"/> Yes. <input type="checkbox"/> No. <i>Go to line 5.</i> The child is not a qualifying child.		<input type="checkbox"/> Yes. <input type="checkbox"/> No. <i>Go to line 5.</i> The child is not a qualifying child.		<input type="checkbox"/> Yes. <input type="checkbox"/> No. <i>Go to line 5.</i> The child is not a qualifying child.	
5 Child's relationship to you (for example, son, daughter, grandchild, niece, nephew, foster child, etc.)	Son		Daughter			
6 Number of months child lived with you in the United States during 2013 • If the child lived with you for more than half of 2013 but less than 7 months, enter "7." • If the child was born or died in 2013 and your home was the child's home for more than half the time he or she was alive during 2013, enter "12."	_____ 12 months <i>Do not enter more than 12 months.</i>		_____ 12 months <i>Do not enter more than 12 months.</i>		_____ months <i>Do not enter more than 12 months.</i>	

Education Credits
(American Opportunity and Lifetime Learning Credits)▶ Information about Form 8863 and its separate instructions is at www.irs.gov/form8863.
▶ Attach to Form 1040 or Form 1040A.

OMB No. 1545-0074

2013
Attachment
Sequence No. **50**

Name(s) shown on return

Patricia Rice

Your social security number

(b) (6), (b) (7)(C)



Complete a separate Part III on page 2 for each student for whom you are claiming either credit before you complete Parts I and II.

Part I Refundable American Opportunity Credit

1	After completing Part III for each student, enter the total of all amounts from all Parts III, line 30	1	1,305.
2	Enter: \$180,000 if married filing jointly; \$90,000 if single, head of household, or qualifying widow(er)	2	90,000.
3	Enter the amount from Form 1040, line 38, or Form 1040A, line 22. If you are filing Form 2555, 2555-EZ, or 4563, or you are excluding income from Puerto Rico, see Pub. 970 for the amount to enter	3	23,732.
4	Subtract line 3 from line 2. If zero or less, stop ; you cannot take any education credit	4	66,268.
5	Enter: \$20,000 if married filing jointly; \$10,000 if single, head of household, or qualifying widow(er)	5	10,000.
6	If line 4 is: • Equal to or more than line 5, enter 1.000 on line 6 • Less than line 5, divide line 4 by line 5. Enter the result as a decimal (rounded to at least three places)	6	1.000
7	Multiply line 1 by line 6. Caution: If you were under age 24 at the end of the year and meet the conditions described in the instructions, you cannot take the refundable American opportunity credit; skip line 8, enter the amount from line 7 on line 9, and check this box <input type="checkbox"/>	7	1,305.
8	Refundable American opportunity credit. Multiply line 7 by 40% (.40). Enter the amount here and on Form 1040, line 66, or Form 1040A, line 40. Then go to line 9 below.	8	522.

Part II Nonrefundable Education Credits

9	Subtract line 8 from line 7. Enter here and on line 2 of the Credit Limit Worksheet (see instructions)	9	783.
10	After completing Part III for each student, enter the total of all amounts from all Parts III, line 31. If zero, skip lines 11 through 17, enter -0- on line 18, and go to line 19	10	
11	Enter the smaller of line 10 or \$10,000	11	
12	Multiply line 11 by 20% (.20)	12	
13	Enter: \$127,000 if married filing jointly; \$63,000 if single, head of household, or qualifying widow(er)	13	
14	Enter the amount from Form 1040, line 38, or Form 1040A, line 22. If you are filing Form 2555, 2555-EZ, or 4563, or you are excluding income from Puerto Rico, see Pub. 970 for the amount to enter	14	
15	Subtract line 14 from line 13. If zero or less, skip lines 16 and 17, enter -0- on line 18, and go to line 19	15	
16	Enter: \$20,000 if married filing jointly; \$10,000 if single, head of household, or qualifying widow(er)	16	
17	If line 15 is: • Equal to or more than line 16, enter 1.000 on line 17 and go to line 18 • Less than line 16, divide line 15 by line 16. Enter the result as a decimal (rounded to at least three places)	17	
18	Multiply line 12 by line 17. Enter here and on line 1 of the Credit Limit Worksheet (see instructions) ▶	18	
19	Nonrefundable education credits. Enter the amount from line 7 of the Credit Limit Worksheet (see instructions) here and on Form 1040, line 49, or Form 1040A, line 31	19	308.

Name(s) shown on return

Patricia Rice

Your social security number

(b) (6), (b) (7)(C)



Complete Part III for each student for whom you are claiming either the American opportunity credit or lifetime learning credit. Use additional copies of Page 2 as needed for each student.

Part III Student and Educational Institution Information

See instructions.

20 Student name (as shown on page 1 of your tax return) Cecelia Rice	21 Student social security number (as shown on page 1 of your tax return) <div style="background-color: black; color: white; padding: 2px; text-align: center;">(b) (6), (b) (7)(C)</div>
22 Educational institution information (see instructions)	
a. Name of first educational institution UCF	b. Name of second educational institution (if any)
(1) Address. Number and street (or P.O. box). City, town or post office, state, and ZIP code. If a foreign address, see instructions. 4000 Central Florida Blvd Orlando FL 32816	(1) Address. Number and street (or P.O. box). City, town or post office, state, and ZIP code. If a foreign address, see instructions.
(2) Did the student receive Form 1098-T from this institution for 2013? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	(2) Did the student receive Form 1098-T from this institution for 2013? <input type="checkbox"/> Yes <input type="checkbox"/> No
(3) Did the student receive Form 1098-T from this institution for 2012 with Box 2 filled in and Box 7 checked? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	(3) Did the student receive Form 1098-T from this institution for 2012 with Box 2 filled in and Box 7 checked? <input type="checkbox"/> Yes <input type="checkbox"/> No
If you checked "No" in both (2) and (3) , skip (4) .	
(4) If you checked "Yes" in (2) or (3) , enter the institution's federal identification number (from Form 1098-T).	(4) If you checked "Yes" in (2) or (3) , enter the institution's federal identification number (from Form 1098-T).
23 Has the Hope Scholarship Credit or American opportunity credit been claimed for this student for any 4 tax years before 2013? <input type="checkbox"/> Yes — Stop! Go to line 31 for this student. <input checked="" type="checkbox"/> No — Go to line 24.	
24 Was the student enrolled at least half-time for at least one academic period that began in 2013 at an eligible educational institution in a program leading towards a postsecondary degree, certificate, or other recognized postsecondary educational credential? (see instructions) <input checked="" type="checkbox"/> Yes — Go to line 25. <input type="checkbox"/> No — Stop! Go to line 31 for this student.	
25 Did the student complete the first 4 years of post-secondary education before 2013? <input type="checkbox"/> Yes — Stop! Go to line 31 for this student. <input checked="" type="checkbox"/> No — Go to line 26.	
26 Was the student convicted, before the end of 2013, of a felony for possession or distribution of a controlled substance? <input type="checkbox"/> Yes — Stop! Go to line 31 for this student. <input checked="" type="checkbox"/> No — See <i>Tip</i> below and complete either lines 27-30 or line 31 for this student.	



When you figure your taxes, you may want to compare the American opportunity credit and lifetime learning credits, and choose the credit for each student that gives you the lower tax liability. You **cannot** take the American opportunity credit and the lifetime learning credit for the **same student** in the same year. If you complete lines 27 through 30 for this student, do not complete line 31.

American Opportunity Credit

27 Adjusted qualified education expenses (see instructions). Do not enter more than \$4,000	27	1,305.
28 Subtract \$2,000 from line 27. If zero or less enter -0-	28	0.
29 Multiply line 28 by 25% (.25)	29	0.
30 If line 28 is zero, enter the amount from line 27. Otherwise, add \$2,000 to the amount on line 29 and enter the result. Skip line 31. Include the total of all amounts from all Parts III, line 30 on Part I, line 1	30	1,305.

Lifetime Learning Credit

31 Adjusted qualified education expenses (see instructions). Include the total of all amounts from all Parts III, line 31, on Part II, line 10	31	
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Expenses for Business Use of Your Home

► File only with Schedule C (Form 1040). Use a separate Form 8829 for each home you used for business during the year.

► Information about Form 8829 and its separate instructions is at www.irs.gov/form8829.

Name(s) of proprietor(s)

Patricia Rice

Your social security number

(b) (6), (b) (7)(C)

Part I Part of Your Home Used for Business Customer Service & Consulting

1	Area used regularly and exclusively for business, regularly for daycare, or for storage of inventory or product samples (see instructions)	1	110
2	Total area of home	2	1,200
3	Divide line 1 by line 2. Enter the result as a percentage	3	9.17 %
For daycare facilities not used exclusively for business, go to line 4. All others go to line 7.			
4	Multiply days used for daycare during year by hours used per day	4	hr.
5	Total hours available for use during the year (365 days x 24 hours) (see instructions)	5	8,760 hr.
6	Divide line 4 by line 5. Enter the result as a decimal amount	6	
7	Business percentage. For daycare facilities not used exclusively for business, multiply line 6 by line 3 (enter the result as a percentage). All others, enter the amount from line 3	7	9.17 %

Part II Figure Your Allowable Deduction

8	Enter the amount from Schedule C, line 29, plus any gain derived from the business use of your home and shown on Schedule D or Form 4797, minus any loss from the trade or business not derived from the business use of your home and shown on Schedule D or Form 4797. See instructions	8	25,657.
See instructions for columns (a) and (b) before completing lines 9-21.			
9	Casualty losses (see instructions)	9	
10	Deductible mortgage interest (see instructions)	10	
11	Real estate taxes (see instructions)	11	
12	Add lines 9, 10, and 11	12	
13	Multiply line 12, column (b) by line 7	13	
14	Add line 12, column (a) and line 13	14	
15	Subtract line 14 from line 8. If zero or less, enter -0-	15	25,657.
16	Excess mortgage interest (see instructions)	16	
17	Insurance	17	228.
18	Rent	18	9,600.
19	Repairs and maintenance	19	0.
20	Utilities	20	2,400.
21	Other expenses (see instructions)	21	100.
22	Add lines 16 through 21	22	12,328.
23	Multiply line 22, column (b) by line 7	23	1,130.
24	Carryover of operating expenses from 2012 Form 8829, line 42	24	
25	Add line 22, column (a), line 23, and line 24	25	1,130.
26	Allowable operating expenses. Enter the smaller of line 15 or line 25	26	1,130.
27	Limit on excess casualty losses and depreciation. Subtract line 26 from line 15	27	24,527.
28	Excess casualty losses (see instructions)	28	
29	Depreciation of your home from line 41 below	29	
30	Carryover of excess casualty losses and depreciation from 2012 Form 8829, line 43	30	
31	Add lines 28 through 30	31	
32	Allowable excess casualty losses and depreciation. Enter the smaller of line 27 or line 31	32	
33	Add lines 14, 26, and 32	33	1,130.
34	Casualty loss portion, if any, from lines 14 and 32. Carry amount to Form 4684 (see instructions)	34	
35	Allowable expenses for business use of your home. Subtract line 34 from line 33. Enter here and on Schedule C, line 30. If your home was used for more than one business, see instructions	35	1,130.

Part III Depreciation of Your Home

36	Enter the smaller of your home's adjusted basis or its fair market value (see instructions)	36	
37	Value of land included on line 36	37	
38	Basis of building. Subtract line 37 from line 36	38	
39	Business basis of building. Multiply line 38 by line 7	39	
40	Depreciation percentage (see instructions)	40	%
41	Depreciation allowable (see instructions). Multiply line 39 by line 40. Enter here and on line 29 above	41	

Part IV Carryover of Unallowed Expenses to 2014

42	Operating expenses. Subtract line 26 from line 25. If less than zero, enter -0-	42	0.
43	Excess casualty losses and depreciation. Subtract line 32 from line 31. If less than zero, enter -0-	43	

For the year Jan. 1–Dec. 31, 2014, or other tax year beginning , 2014, ending , 20 See separate instructions.

Your first name and initial Patricia	Last name Rice	Your social security number (b) (6), (b) (7)(C)
If a joint return, spouse's first name and initial	Last name	Spouse's social security number

Home address (number and street). If you have a P.O. box, see instructions. 2204 Monterey Pkwy		Apt. no.	Make sure the SSN(s) above and on line 6c are correct.
City, town or post office, state, and ZIP code. If you have a foreign address, also complete spaces below (see instructions). Atlanta GA 30350			
Foreign country name	Foreign province/state/county	Foreign postal code	Presidential Election Campaign Check here if you, or your spouse if filing jointly, want \$3 to go to this fund. Checking a box below will not change your tax or refund. <input type="checkbox"/> You <input type="checkbox"/> Spouse

Filing Status

1 ☐ Single

2 ☐ Married filing jointly (even if only one had income)

3 ☐ Married filing separately. Enter spouse's SSN above and full name here. ▶

4 ☒ Head of household (with qualifying person). (See instructions.) If the qualifying person is a child but not your dependent, enter this child's name here. ▶

5 ☐ Qualifying widow(er) with dependent child

Exemptions

6a ☒ Yourself. If someone can claim you as a dependent, do not check box 6a

b ☐ Spouse

c Dependents:		(2) Dependent's social security number	(3) Dependent's relationship to you	(4) <input checked="" type="checkbox"/> if child under age 17 qualifying for child tax credit (see instructions)
(1) First name	Last name			
Matthew	Rice	(b) (6), (b) (7)(C)	Son	<input type="checkbox"/>
Cecelia	Rice	(b) (6), (b) (7)(C)	Daughter	<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>

If more than four dependents, see instructions and check here ▶ ☐

d Total number of exemptions claimed **3**

Boxes checked on 6a and 6b **1**

No. of children on 6c who:

- lived with you **2**
- did not live with you due to divorce or separation (see instructions)

Dependents on 6c not entered above

Add numbers on lines above ▶ **3**

Income

7 Wages, salaries, tips, etc. Attach Form(s) W-2 **7**

8a Taxable interest. Attach Schedule B if required **8a**

b Tax-exempt interest. Do not include on line 8a **8b**

9a Ordinary dividends. Attach Schedule B if required **9a**

b Qualified dividends **9b**

10 Taxable refunds, credits, or offsets of state and local income taxes **10**

11 Alimony received **11**

12 Business income or (loss). Attach Schedule C or C-EZ **12 17,545.**

13 Capital gain or (loss). Attach Schedule D if required. If not required, check here ▶ ☐ **13**

14 Other gains or (losses). Attach Form 4797 **14**

15a IRA distributions **15a** b Taxable amount **15b**

16a Pensions and annuities **16a** b Taxable amount **16b**

17 Rental real estate, royalties, partnerships, S corporations, trusts, etc. Attach Schedule E **17**

18 Farm income or (loss). Attach Schedule F **18**

19 Unemployment compensation **19**

20a Social security benefits **20a** b Taxable amount **20b**

21 Other income. List type and amount **21**

22 Combine the amounts in the far right column for lines 7 through 21. This is your total income ▶ **22 17,545.**

Adjusted Gross Income

23 Educator expenses **23**

24 Certain business expenses of reservists, performing artists, and fee-basis government officials. Attach Form 2106 or 2106-EZ **24**

25 Health savings account deduction. Attach Form 8889 **25**

26 Moving expenses. Attach Form 3903 **26**

27 Deductible part of self-employment tax. Attach Schedule SE **27 1,240.**

28 Self-employed SEP, SIMPLE, and qualified plans **28**

29 Self-employed health insurance deduction **29**

30 Penalty on early withdrawal of savings **30**

31a Alimony paid b Recipient's SSN ▶ **31a**

32 IRA deduction **32**

33 Student loan interest deduction **33**

34 Tuition and fees. Attach Form 8917 **34**

35 Domestic production activities deduction. Attach Form 8903 **35**

36 Add lines 23 through 35 **36 1,240.**

37 Subtract line 36 from line 22. This is your adjusted gross income ▶ **37 16,305.**

Handwritten note: Alice Exhibit 19 See 5/21/16

Tax and Credits**Standard Deduction for—**

• People who check any box on line 39a or 39b or who can be claimed as a dependent, see instructions.

• All others:
Single or Married filing separately, \$6,200
Married filing jointly or Qualifying widow(er), \$12,400
Head of household, \$9,100

38	Amount from line 37 (adjusted gross income)	38	16,305.
39a	Check <input type="checkbox"/> You were born before January 2, 1950, <input type="checkbox"/> Blind. <input type="checkbox"/> Spouse was born before January 2, 1950, <input type="checkbox"/> Blind. Total boxes checked <input type="checkbox"/> 39a		
b	If your spouse itemizes on a separate return or you were a dual-status alien, check here <input type="checkbox"/> 39b		
40	Itemized deductions (from Schedule A) or your standard deduction (see left margin)	40	9,100.
41	Subtract line 40 from line 38	41	7,205.
42	Exemptions. If line 38 is \$152,525 or less, multiply \$3,950 by the number on line 6d. Otherwise, see instructions	42	11,850.
43	Taxable income. Subtract line 42 from line 41. If line 42 is more than line 41, enter -0-	43	0.
44	Tax (see instructions). Check if any from: a <input type="checkbox"/> Form(s) 8814 b <input type="checkbox"/> Form 4972 c <input type="checkbox"/>	44	0.
45	Alternative minimum tax (see instructions). Attach Form 6251	45	
46	Excess advance premium tax credit repayment. Attach Form 8962	46	
47	Add lines 44, 45, and 46	47	0.
48	Foreign tax credit. Attach Form 1116 if required	48	
49	Credit for child and dependent care expenses. Attach Form 2441	49	
50	Education credits from Form 8863, line 19	50	0.
51	Retirement savings contributions credit. Attach Form 8880	51	
52	Child tax credit. Attach Schedule 8812, if required	52	
53	Residential energy credits. Attach Form 5695	53	
54	Other credits from Form: a <input type="checkbox"/> 3800 b <input type="checkbox"/> 8801 c <input type="checkbox"/>	54	
55	Add lines 48 through 54. These are your total credits	55	0.
56	Subtract line 55 from line 47. If line 55 is more than line 47, enter -0-	56	0.

Other Taxes

57	Self-employment tax. Attach Schedule SE	57	2,479.
58	Unreported social security and Medicare tax from Form: a <input type="checkbox"/> 4137 b <input type="checkbox"/> 8919	58	
59	Additional tax on IRAs, other qualified retirement plans, etc. Attach Form 5329 if required	59	
60a	Household employment taxes from Schedule H	60a	
b	First-time homebuyer credit repayment. Attach Form 5405 if required	60b	
61	Health care: individual responsibility (see instructions) Full-year coverage <input type="checkbox"/>	61	
62	Taxes from: a <input type="checkbox"/> Form 8959 b <input type="checkbox"/> Form 8960 c <input type="checkbox"/> Instructions; enter code(s)	62	
63	Add lines 56 through 62. This is your total tax	63	2,479.

Payments

If you have a qualifying child, attach Schedule EIC.

64	Federal income tax withheld from Forms W-2 and 1099	64	
65	2014 estimated tax payments and amount applied from 2013 return	65	
66a	Earned income credit (EIC)	66a	5,460.
b	Nontaxable combat pay election <input type="checkbox"/> 66b	66b	
67	Additional child tax credit. Attach Schedule 8812	67	
68	American opportunity credit from Form 8863, line 8	68	20.
69	Net premium tax credit. Attach Form 8962	69	
70	Amount paid with request for extension to file	70	
71	Excess social security and tier 1 RRTA tax withheld	71	
72	Credit for federal tax on fuels. Attach Form 4136	72	
73	Credits from Form: a <input type="checkbox"/> 2439 b <input checked="" type="checkbox"/> Reserved c <input checked="" type="checkbox"/> Reserved d <input type="checkbox"/>	73	
74	Add lines 64, 65, 66a, and 67 through 73. These are your total payments	74	5,480.

Refund

Direct deposit? See instructions.

75	If line 74 is more than line 63, subtract line 63 from line 74. This is the amount you overpaid	75	3,001.
76a	Amount of line 75 you want refunded to you. If Form 8888 is attached, check here <input type="checkbox"/>	76a	3,001.
b	Routing number (b) (6), (b) (7)(C)	c Type: <input checked="" type="checkbox"/> Checking <input type="checkbox"/> Savings	
d	Account number (b) (6), (b) (7)(C)		
77	Amount of line 75 you want applied to your 2015 estimated tax	77	

Amount You Owe

78	Amount you owe. Subtract line 74 from line 63. For details on how to pay, see instructions	78	
79	Estimated tax penalty (see instructions)	79	

Third Party Designee

Do you want to allow another person to discuss this return with the IRS (see instructions)? ☐ Yes. Complete below. ☒ No

Designee's name Phone no. Personal identification number (PIN)

Sign Here

Joint return? See instructions. Keep a copy for your records.

Under penalties of perjury, I declare that I have examined this return and accompanying schedules and statements, and to the best of my knowledge and belief, they are true, correct, and complete. Declaration of preparer (other than taxpayer) is based on all information of which preparer has any knowledge.

Your signature	Date	Your occupation self employed	Daytime phone number (404) 988-6912
Spouse's signature. If a joint return, both must sign.	Date	Spouse's occupation	If the IRS sent you an Identity Protection PIN, enter it here (see inst.)

Paid Preparer Use Only

Print/Type preparer's name	Preparer's signature	Date	Check <input type="checkbox"/> if self-employed PTIN
Firm's name <input type="text"/> Self-Prepared	Firm's EIN <input type="text"/>	Firm's address <input type="text"/>	Phone no. <input type="text"/>

SCHEDULE C
(Form 1040)

Department of the Treasury
Internal Revenue Service (99)

Profit or Loss From Business

(Sole Proprietorship)

▶ Information about Schedule C and its separate instructions is at www.irs.gov/schedulec.

▶ Attach to Form 1040, 1040NR, or 1041; partnerships generally must file Form 1065.

OMB No. 1545-0074

2014

Attachment
Sequence No. **09**

Name of proprietor

Patricia Rice

Social security number (SSN)

(b) (6), (b) (7)(C)

A Principal business or profession, including product or service (see instructions)

Customer Service Management & Consulting

B Enter code from instructions

▶ 5 | 6 | 1 | 4 | 2 | 0

C Business name. If no separate business name, leave blank.

Certified Client Solutions LLC

D Employer ID number (EIN) (see instr.)

(b) (6), (b) (7)(C)

E Business address (including suite or room no.) ▶ 7600 Roswell Rd

City, town or post office, state, and ZIP code Atlanta, GA 30350

F Accounting method: (1) ☒ Cash (2) ☐ Accrual (3) ☐ Other (specify) ▶

G Did you "materially participate" in the operation of this business during 2014? If "No," see instructions for limit on losses ☒ Yes ☐ No

H If you started or acquired this business during 2014, check here ☐

I Did you make any payments in 2014 that would require you to file Form(s) 1099? (see instructions) ☒ Yes ☐ No

J If "Yes," did you or will you file required Forms 1099? ☒ Yes ☐ No

Part I Income

1	Gross receipts or sales. See instructions for line 1 and check the box if this income was reported to you on Form W-2 and the "Statutory employee" box on that form was checked. ▶ <input type="checkbox"/>	1	52,838.
2	Returns and allowances	2	
3	Subtract line 2 from line 1	3	52,838.
4	Cost of goods sold (from line 42)	4	
5	Gross profit. Subtract line 4 from line 3	5	52,838.
6	Other income, including federal and state gasoline or fuel tax credit or refund (see instructions)	6	
7	Gross income. Add lines 5 and 6. ▶	7	52,838.

Part II Expenses. Enter expenses for business use of your home **only** on line 30.

8	Advertising	8	110.	18	Office expense (see instructions)	18	
9	Car and truck expenses (see instructions)	9		19	Pension and profit-sharing plans	19	
10	Commissions and fees	10	120.	20	Rent or lease (see instructions):		
11	Contract labor (see instructions)	11	28,203.	a	Vehicles, machinery, and equipment	20a	
12	Depletion	12		b	Other business property	20b	
13	Depreciation and section 179 expense deduction (not included in Part III) (see instructions)	13		21	Repairs and maintenance	21	
14	Employee benefit programs (other than on line 19)	14		22	Supplies (not included in Part III)	22	140.
15	Insurance (other than health)	15		23	Taxes and licenses	23	
16	Interest:			24	Travel, meals, and entertainment:		
a	Mortgage (paid to banks, etc.)	16a		a	Travel	24a	200.
b	Other	16b		b	Deductible meals and entertainment (see instructions)	24b	300.
17	Legal and professional services	17	2,311.	25	Utilities	25	3,120.
28	Total expenses before expenses for business use of home. Add lines 8 through 27a. ▶	28	35,293.	26	Wages (less employment credits)	26	
29	Tentative profit or (loss). Subtract line 28 from line 7.	29	17,545.	27a	Other expenses (from line 48)	27a	789.
30	Expenses for business use of your home. Do not report these expenses elsewhere. Attach Form 8829 unless using the simplified method (see instructions). Simplified method filers only: enter the total square footage of: (a) your home: _____ and (b) the part of your home used for business: _____. Use the Simplified Method Worksheet in the instructions to figure the amount to enter on line 30.	30	0.	b	Reserved for future use	27b	
31	Net profit or (loss). Subtract line 30 from line 29. • If a profit, enter on both Form 1040, line 12 (or Form 1040NR, line 13) and on Schedule SE, line 2 . (If you checked the box on line 1, see instructions). Estates and trusts, enter on Form 1041, line 3 . • If a loss, you must go to line 32.	31	17,545.				
32	If you have a loss, check the box that describes your investment in this activity (see instructions). • If you checked 32a, enter the loss on both Form 1040, line 12 , (or Form 1040NR, line 13) and on Schedule SE, line 2 . (If you checked the box on line 1, see the line 31 instructions). Estates and trusts, enter on Form 1041, line 3 . • If you checked 32b, you must attach Form 6198 . Your loss may be limited.			32a	<input type="checkbox"/> All investment is at risk.		
				32b	<input type="checkbox"/> Some investment is not at risk.		

Part III Cost of Goods Sold (see instructions)

33	Method(s) used to value closing inventory: a <input type="checkbox"/> Cost b <input type="checkbox"/> Lower of cost or market c <input type="checkbox"/> Other (attach explanation)	
34	Was there any change in determining quantities, costs, or valuations between opening and closing inventory? If "Yes," attach explanation	<input type="checkbox"/> Yes <input type="checkbox"/> No
35	Inventory at beginning of year. If different from last year's closing inventory, attach explanation	35
36	Purchases less cost of items withdrawn for personal use	36
37	Cost of labor. Do not include any amounts paid to yourself	37
38	Materials and supplies	38
39	Other costs	39
40	Add lines 35 through 39	40
41	Inventory at end of year	41
42	Cost of goods sold. Subtract line 41 from line 40. Enter the result here and on line 4	42

Part IV Information on Your Vehicle. Complete this part **only** if you are claiming car or truck expenses on line 9 and are not required to file Form 4562 for this business. See the instructions for line 13 to find out if you must file Form 4562.

43	When did you place your vehicle in service for business purposes? (month, day, year) ▶	
44	Of the total number of miles you drove your vehicle during 2014, enter the number of miles you used your vehicle for:	
a	Business	b Commuting (see instructions)
c	Other	
45	Was your vehicle available for personal use during off-duty hours?	<input type="checkbox"/> Yes <input type="checkbox"/> No
46	Do you (or your spouse) have another vehicle available for personal use?	<input type="checkbox"/> Yes <input type="checkbox"/> No
47a	Do you have evidence to support your deduction?	<input type="checkbox"/> Yes <input type="checkbox"/> No
b	If "Yes," is the evidence written?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Part V Other Expenses. List below business expenses not included on lines 8-26 or line 30.

postage	100.		
books	25.		
bank fees	600.		
tax software	64.		
48	Total other expenses. Enter here and on line 27a	48	789.

SCHEDULE SE
(Form 1040)

Department of the Treasury
Internal Revenue Service (99)

Self-Employment Tax

► Information about Schedule SE and its separate instructions is at www.irs.gov/schedulese.

► Attach to Form 1040 or Form 1040NR.

OMB No. 1545-0074

2014

Attachment
Sequence No. **17**

Name of person with self-employment income (as shown on Form 1040 or Form 1040NR)

Patricia Rice

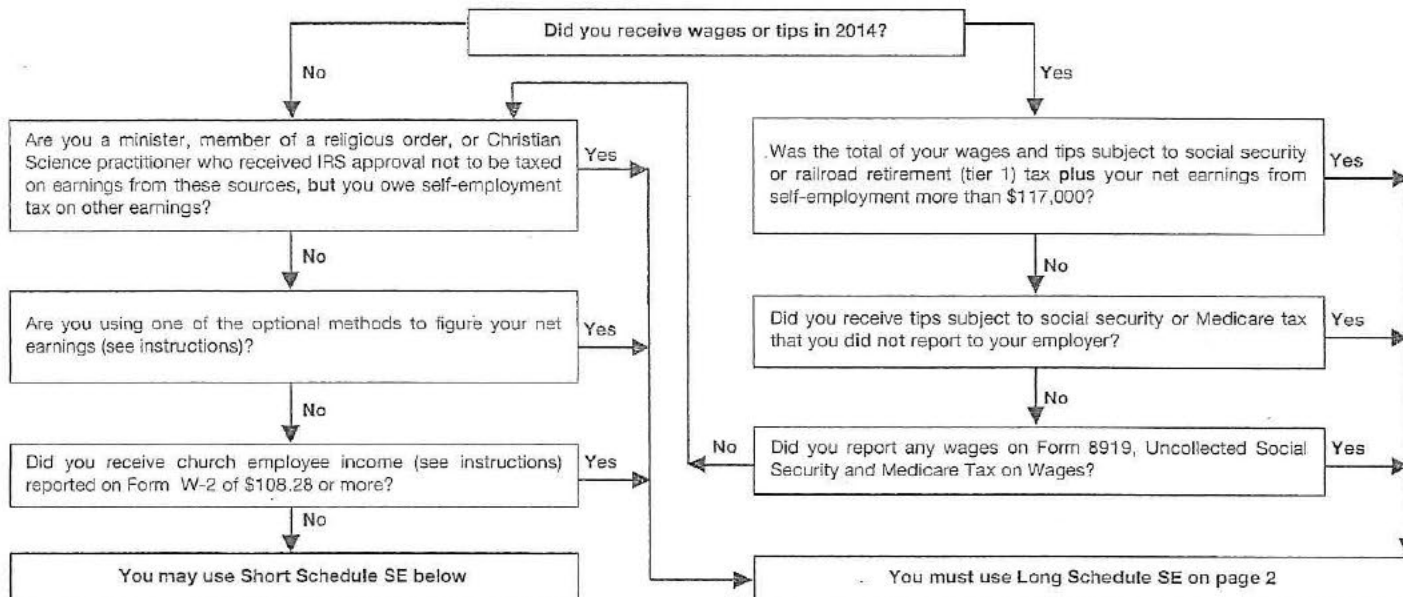
Social security number of person
with self-employment income ►

(b) (6), (b) (7)(C)

Before you begin: To determine if you must file Schedule SE, see the instructions.

May I Use Short Schedule SE or Must I Use Long Schedule SE?

Note. Use this flowchart **only** if you must file Schedule SE. If unsure, see *Who Must File Schedule SE* in the instructions.

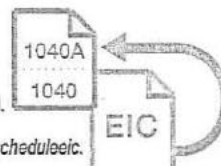


Section A—Short Schedule SE. Caution. Read above to see if you can use Short Schedule SE.

1a	Net farm profit or (loss) from Schedule F, line 34, and farm partnerships, Schedule K-1 (Form 1065), box 14, code A	1a	
b	If you received social security retirement or disability benefits, enter the amount of Conservation Reserve Program payments included on Schedule F, line 4b, or listed on Schedule K-1 (Form 1065), box 20, code Z	1b	()
2	Net profit or (loss) from Schedule C, line 31; Schedule C-EZ, line 3; Schedule K-1 (Form 1065), box 14, code A (other than farming); and Schedule K-1 (Form 1065-B), box 9, code J1. Ministers and members of religious orders, see instructions for types of income to report on this line. See instructions for other income to report	2	17,545.
3	Combine lines 1a, 1b, and 2	3	17,545.
4	Multiply line 3 by 92.35% (.9235). If less than \$400, you do not owe self-employment tax; do not file this schedule unless you have an amount on line 1b ► Note. If line 4 is less than \$400 due to Conservation Reserve Program payments on line 1b, see instructions.	4	16,203.
5	Self-employment tax. If the amount on line 4 is: • \$117,000 or less, multiply line 4 by 15.3% (.153). Enter the result here and on Form 1040, line 57, or Form 1040NR, line 55 • More than \$117,000, multiply line 4 by 2.9% (.029). Then, add \$14,508 to the result. Enter the total here and on Form 1040, line 57, or Form 1040NR, line 55	5	2,479.
6	Deduction for one-half of self-employment tax. Multiply line 5 by 50% (.50). Enter the result here and on Form 1040, line 27, or Form 1040NR, line 27	6	1,240.

SCHEDULE EIC
(Form 1040A or 1040)

Earned Income Credit
Qualifying Child Information



OMB No. 1545-0074

2014

Attachment
Sequence No. **43**

Department of the Treasury
Internal Revenue Service (99)

- ▶ Complete and attach to Form 1040A or 1040 only if you have a qualifying child.
▶ Information about Schedule EIC (Form 1040A or 1040) and its instructions is at www.irs.gov/scheduleeic.

Name(s) shown on return

Patricia Rice

Your social security number
(b) (6), (b) (7)(C)

Before you begin:

- See the instructions for Form 1040A, lines 42a and 42b, or Form 1040, lines 66a and 66b, to make sure that (a) you can take the EIC, and (b) you have a qualifying child.
- Be sure the child's name on line 1 and social security number (SSN) on line 2 agree with the child's social security card. Otherwise, at the time we process your return, we may reduce or disallow your EIC. If the name or SSN on the child's social security card is not correct, call the Social Security Administration at 1-800-772-1213.



- If you take the EIC even though you are not eligible, you may not be allowed to take the credit for up to 10 years. See the instructions for details.
- It will take us longer to process your return and issue your refund if you do not fill in all lines that apply for each qualifying child.

Qualifying Child Information

Child 1

Child 2

Child 3

	First name	Last name	First name	Last name	First name	Last name
1 Child's name If you have more than three qualifying children, you have to list only three to get the maximum credit.	Matthew	Rice	Cecelia	Rice		
2 Child's SSN The child must have an SSN as defined in the instructions for Form 1040A, lines 42a and 42b, or Form 1040, lines 66a and 66b, unless the child was born and died in 2014. If your child was born and died in 2014 and did not have an SSN, enter "Died" on this line and attach a copy of the child's birth certificate, death certificate, or hospital medical records.	(b) (6), (b) (7)(C)		(b) (6), (b) (7)(C)			
3 Child's year of birth	Year (b) (6), (b) (7)(C) <i>If born after 1995 and the child is younger than you (or your spouse, if filing jointly), skip lines 4a and 4b; go to line 5.</i>		Year (b) (6), (b) (7)(C) <i>If born after 1995 and the child is younger than you (or your spouse, if filing jointly), skip lines 4a and 4b; go to line 5.</i>		Year _____ <i>If born after 1995 and the child is younger than you (or your spouse, if filing jointly), skip lines 4a and 4b; go to line 5.</i>	
4 a Was the child under age 24 at the end of 2014, a student, and younger than you (or your spouse, if filing jointly)?	<input type="checkbox"/> Yes. <input checked="" type="checkbox"/> No. Go to line 5. Go to line 4b.		<input checked="" type="checkbox"/> Yes. <input type="checkbox"/> No. Go to line 5. Go to line 4b.		<input type="checkbox"/> Yes. <input type="checkbox"/> No. Go to line 5. Go to line 4b.	
b Was the child permanently and totally disabled during any part of 2014?	<input checked="" type="checkbox"/> Yes. <input type="checkbox"/> No. Go to line 5. The child is not a qualifying child.		<input type="checkbox"/> Yes. <input type="checkbox"/> No. Go to line 5. The child is not a qualifying child.		<input type="checkbox"/> Yes. <input type="checkbox"/> No. Go to line 5. The child is not a qualifying child.	
5 Child's relationship to you (for example, son, daughter, grandchild, niece, nephew, foster child, etc.)	Son		Daughter			
6 Number of months child lived with you in the United States during 2014 • If the child lived with you for more than half of 2014 but less than 7 months, enter "7." • If the child was born or died in 2014 and your home was the child's home for more than half the time he or she was alive during 2014, enter "12."	_____ 12 months Do not enter more than 12 months.		_____ 12 months Do not enter more than 12 months.		_____ months Do not enter more than 12 months.	